

Job Description

JOB TITLE:	HR Advisor
COMPANY:	Russell Management Limited
REPORTS TO:	General Manager Operations
DIRECT REPORTS	Nil

Responsibilities:

To develop and facilitate the implementation and operation of people-related programmes, policies, practices and services that reflect the Russell Roads core values. Provide advice, coaching and support to managers to enable them to carry out their people management responsibilities effectively and with confidence To carry out all aspects of work required in a safe and professional manner, to meet the standards & specifications and to abide by the Key Performance Indicators listed below.

Key Areas	Key tasks	Key Performance Indicators (KPI's)
Human Resources Advisory	<p>Assist and advise on all functional human resources areas including:</p> <ul style="list-style-type: none"> • Employment Documentation: <ul style="list-style-type: none"> ○ Letter of Offer, Individual Employment Agreements. ○ Job Descriptions. ○ HR Policies and procedures are maintained and developed. ○ General new employee administrative tasks, filing and set up for office, management and workshop staff. • Employment Relations, including: <ul style="list-style-type: none"> ○ Contribute to the development of effective termination, dispute resolution and change management policies and procedures. ○ Advise and assist managers on any employment relations issues. ○ Undertake exit interviews. ○ Provide managers with advice and assistance when dealing with organisational change. ○ Handle personal grievance actions by working with relevant managers. • Recruitment Management, including: <ul style="list-style-type: none"> ○ Develop and maintain effective recruitment toolkits, policies and procedures. ○ Provide appropriate and effective advice and assistance to managers regarding best practice recruitment processes. ○ Undertake On-Boarding and inductions for all new employees • Performance Management, including: <ul style="list-style-type: none"> ○ Contribute to the development of effective performance management policies and procedures. ○ Ensure that any performance management procedures meet legal and human resource best practice. 	<ul style="list-style-type: none"> • All HR activities undertaken in line with legislation and best practice. • Managers are effectively supported throughout processes.

	<ul style="list-style-type: none"> ○ Provide advice and assistance to managers to ensure that high performance is recognised; working with managers to recognise and appropriately remedy poor performance. • Training and Development, including: <ul style="list-style-type: none"> ○ Assist managers and staff with the analysis of their training needs. ○ Help managers develop and effectively maximise the capabilities of their staff. ○ Support managers with their own development strategies. ○ Identify and facilitate identified training for managers and employees • Organisational Development, including: <ul style="list-style-type: none"> ○ Undertake workforce planning and succession. ○ Develop and championing cultural and employee wellbeing initiatives. ○ Undertake remuneration and recognition initiatives and processes. • HR Management systems: <ul style="list-style-type: none"> ○ Champion and manage the roll-out and training of all staff in the overall use and development of the company Human Resource Software system. 	
Customer Service	<ul style="list-style-type: none"> • To be courteous, respectful and helpful to all our customers, in person and over the telephone. • To clarify with our customers their expectations from us and what we will do for them. • To keep our customers completely informed of the job process where possible with any abnormal circumstances communicated to Management. • To work with the Management to come to an agreeable solution for customers and implement it. 	<ul style="list-style-type: none"> • Feedback from customers. • Refer any customer concerns.
Quality of Work	<ul style="list-style-type: none"> • Ensure that all work meets a high standard of workmanship and quality at all times. • When unsure or experiencing any difficulties with the work to be carried out, seek advice from the Employer to complete the job. • Be open minded to receive training as directed by management. • Be an active team participant, attend all team meetings. • Ask if unsure. 	<ul style="list-style-type: none"> • Communicate with Employer for advice. • Find and implement solutions. • Meet expected deadlines. • Have a good attitude towards improving skills and performance, yours and others. • Be an active team participant, attend team meetings.

Punctuality and Behaviour	<ul style="list-style-type: none"> • Respond to phone calls and advise office of your whereabouts. • Be ready to commence work on time. • Be accurate with time allowed for breaks. • Make best use of travel times and work priorities. • Ensure you work efficiently. • Work overtime to complete work as appropriate, overtime must be approved prior to work being undertaken. • Be presentable (personal grooming), keep clothing laundered and tidy. • Respect others • Use appropriate language at all times. • Do not use vehicle, workshop or equipment for private use without permission. • Keep vehicle, office and work area clean and tidy. 	<ul style="list-style-type: none"> • Communicate well with office. • Be timely. • Work efficiently. • Be presentable. • Respect others. • Respect privileges.
Team Responsibilities	<ul style="list-style-type: none"> • Effectively and respectfully communicate with the entire team. • Help to create a fun, supportive environment to work in. • Contribute to the team, letting others know information that may be useful or important. • Help and support others in the team. • Have a good attitude to learning new things and using this knowledge. • Work productively as part of the team. • Ensure a high standard of dress and personal hygiene is maintained at all times. • Be an active team participant, attend all team meetings. 	<ul style="list-style-type: none"> • Proactively contributes to developing and maintaining a positive and high performing team culture.
Training & Personal Development	<ul style="list-style-type: none"> • When unsure or experiencing any difficulties with the work to be carried out, seek advice from Management to complete the job. • Is open to, and takes a positive approach, to any constructive feedback offered regarding performance of tasks and development of skills and then adapts the way work is performed accordingly. • Maintain up-to-date general knowledge of business services and products in order to be able to advise clients accordingly. 	<ul style="list-style-type: none"> • Participates in, and takes a positive approach, to all training and development opportunities.

	<ul style="list-style-type: none">• Participate in training, seminars and other development initiatives.	
Miscellaneous	<ul style="list-style-type: none">• Complete any other assignments, projects or responsibilities delegated or assigned by Management.	<ul style="list-style-type: none">• Ensures all other tasks, projects, assignments or responsibilities delegated or assigned by Management are completed accurately, professionally and in a timely manner.

CORE COMPETENCIES REQUIRED

Analysis and Problem Solving	Securing relevant information and identifying key issues and relationships from a base of information. Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisation values.
Communication	Expressing ideas effectively in individual and group situations (including non-verbal communication). Adjusting language or terminology to the characteristics and needs of the audience. Expressing ideas clearly in documents that have organisation, structure, grammar, language and terminology adjusted to the characteristics and needs of the audience.
Internal Organisational Awareness	Having and using knowledge systems, situations, procedures and culture inside the organisational to identify potential problems and opportunities, perceiving the impact and the implications of decisions on other components of the organisation.
Work Standards	Setting high work goals or standards or performance for self, subordinates, others and the organisation, being dissatisfied with average performance, self-imposing standards of excellence rather than having standards imposed by others.
Follow-up	Establishing procedures to monitor the results of delegations, assignments or projects, taking into consideration the skills, knowledge and experience of the assigned individual and characteristics of the assignment or project.
Individual Leadership/Influencing	Using appropriate interpersonal styles and methods to inspire and guide individuals (direct reports, peers and superiors) toward goal achievement, modifying behaviour to accommodate tasks, situations and individuals involved.
Initiative	Making active attempts to influence events to achieve goals, self-starting rather than adopting a reactive approach, taking action to achieve goals beyond what is required, being proactive.
Integrity	Maintaining and promoting social, ethical and organisational norms in conducting internal and external business activities.
Planning & Organising/Work Management	Establishing a course of action for self and/or others to accomplish a specific goal, planning proper assignments or personnel and appropriate allocation of resources.
Quality Orientation/Attention to Detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job, accurately checking processes and tasks, maintaining watchfulness over a period of time.
Technical/Professional Knowledge	Having achieved a satisfactory level of technical and professional skills/knowledge in job related areas, keeping abreast of current developments and trends in area of expertise.
Punctuality and Work Ethic	Responding to phone calls and advising office of where-a-bouts. Commencing work on time and working efficiently. Working overtime to complete work as appropriate (note overtime must be approved prior to work being undertaken). Not using work vehicles, workshop or equipment for private use without permission.

NECESSARY SKILLS AND ATTRIBUTES

Qualifications

- Human Resources degree qualified (or similar)

Experience

- Ideally 3+ years in a similar role.
- Demonstrated experience in Human Resource advisory role.

Skills and Attributes

- Confidentiality, high level of discretion and tact.
- Self-managing, able to use initiative to predict and respond to business requirements.
- Sound understanding of relevant legislation particularly employment related.
- Friendly and approachable personality.
- High degree of accuracy and attention to detail.
- Sound oral and written communication skills.
- Information gathering and analysis skills.
- High level of initiative, resilience, flexibility and adaptability.
- Organisational and time management skills with the ability to multi-task and prioritise workload.

MANAGEMENT

Name: _____

Signature: _____

Date: _____

EMPLOYEE

Name: _____

Signature: _____

Date: _____