

Position Description and Selection Criteria

People and Culture Advisor

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| <u>Location</u> Bentley Park | <u>Reporting To</u> People and Culture Manager |
| <u>Direct Reports</u> Nil | <u>Award / Agreement</u> Common Law Contract |
| <u>Normal Hours</u> Monday to Friday | |

Position Objective

Reporting to the People and Culture Manager, People and Culture Advisor (P&C Advisor) is responsible for providing high-quality accurate advice and support to people leaders on all people and culture matters, including but not limited to - employee relations, culture and engagement, performance management, People and Culture (P&C) policies and procedures, capability development, talent management, attraction and retention, recruitment, Enterprise Agreements interpretation, change management and all human resources matters, including employee relations case management and low-to medium-complexity case-management investigations. People and Culture Advisor will act as a custodian of SwanCare's culture and values, modeling the desired organisational behaviors and conduct to all employees and people leaders. They will be required to demonstrate high levels of subject matter expertise in their area (P&C), and good decision-making with minimal review of the quality of work output required. Working closely with People and Culture Manager, P&C Advisor will proactively identify and analyse people, culture and capability needs working closely with people leaders and under the guidance of the People and Culture Manager to develop solutions with to deliver on SwanCare's People and Culture objectives.

The P&C Advisor will work closely with people leaders/managers to deliver P&C services through coaching, partnering, support and advice. They will champion People and Culture services including culture, employee experience and development, talent acquisition; health, safety and wellbeing; diversity, equity and inclusion; employment and industrial relations matters, act as a strong representative of the People and Culture Brand and work collaboratively with other members of the P&C team and be a champion of the SwanCare's People Strategy.

Responsibilities

1. PEOPLE AND CULTURE ADVICE AND SUPPORT

- 1.1 Provides timely high-quality accurate advice, guidance and support to people leaders on all people, culture and capability matters, a range of generalist HR matters spanning from recruitment, on/off-boarding, development, capability, culture and engagement, Enterprise Agreement, Awards and P&C Policies and Procedures interpretation and advice.
- 1.2 Working under the guidance of the P&C manager and collaborating with other members of the P&C team, develops and delivers a wide range of people and culture related initiatives, activities and programs of work as required.
- 1.3 Implements people and culture initiatives aligned to SwanCare' People and Culture Strategy aimed to build a diverse and inclusive culture that drives performance, innovation and productivity; whilst supporting an environment where our people feel safe and valued.

- 1.4 Reviews, updates and/or develops P&C policies, procedures, presentations and materials as required ensuring the delivery of best practice P&C services and compliance with legislation.
- 1.5 Models and champions' SwanCare culture and values. Models required behaviours and conduct standards and SwanCare's vision and purpose at all times.

2. EMPLOYEE RELATIONS

- 2.1 Provides timely, accurate advice and support to people leaders on all employee relations (ER) matters, including but not limited to interpersonal conflict, employee complaints and grievances, performance and conduct issues, bullying and harassment and inappropriate behaviour.
- 2.2 Manages low-to-medium complexity ER cases/matters end-to-end to resolution, including record keeping and documentation. Supports P&C Manager on more complex ER matters, including ER investigations and complex people and culture matters.
- 2.3 Partnering with people leaders pro-actively identifies root-causes, emerging and systemic issues and develops solutions and programs of work to resolve employee relations matters.
- 2.4 Coaches and trains people leaders to increase their own people management capability to proactively address, manage and resolve all people issues locally on the ground in their teams, preventing these escalating to P&C team.
- 2.5 Develops and delivers internal training and capability building activities to people leaders and employees focusing on managing interpersonal conflict, performance management, people and culture issue resolution, managing conduct and behaviour issues, employee complains and grievances.
- 2.6 Communicate appropriately with employees, internal / external key stakeholders displaying integrity, professionalism, trust and confidentiality at all times.

3. CULTURE AND EMPLOYEE EXPERIENCE

- 3.1 Delivers relevant culture and employee engagement initiatives working closely with P&C Manager.
- 3.2 Supports the implementation of SwanCare's people and Culture Strategy by delivering relevant P&C activities, programs and initiatives, including the annual employee engagement survey, exit survey, P&C related events, supporting and planning the celebrations days of significance, supporting P&C Manager to deliver employee rewards and recognition program and all associated activities.
- 3.3 Acting as P&C team representative, attending internal meetings and committees as required.
- 3.4 Lead the delivery of best practice employee experience to all employees at SwanCare by supporting P&C Officer/s to deliver all operational and transactional P&C tasks and streams of work if and when required by helping to cover high-volume transactional and operational P&C tasks from time to time.
- 3.5 Supervises, manages and develops P&C Officer/s as required.

4. STAKEHOLDER MANAGEMENT/PARTNERING

- 4.1 Develops and maintains proactive partnerships with all people leaders and other key stakeholders to work through challenges whilst continuously seeking opportunities to implement a better practice approach.
- 4.2 Collaborates proactively with other members of the P&C team to work through identified issues by developing and implementing workable solutions to employee/industrial/talent/culture/capability matters.
- 4.3 Supports a strong focus on strategic recruitment, talent engagement and retention by working closely with and supporting the Talent Acquisition Advisor.

5. POLICIES, PROCEDURES AND LEGISLATION

- 5.1 Ensure self-compliance with SwanCare's Code of Conduct and all internal policies and procedures.
- 5.2 Ensure self-compliance and organisational compliance with acts and legislation e.g. Fair Work Act, Equal Opportunity Act, Work Health and Safety Legislation etc.
- 5.3 Understanding of industry trends, wage benchmarks, and legislative requirements to support the development and renewal of enterprise agreements.

6. ANY OTHER DUTIES

- 6.1 Actively participates in the maintenance of a safe work environment.
- 6.2 Actively participates in quality improvement activities.
- 6.3 Actively participates in regular supervision and other performance related reviews.
- 6.4 Undertakes any other duties as requested / directed to meet operational needs.

Attitude, behaviour and conduct (ABC's)

Results focused

- Structure time, take responsibility for, and manage work to meet deadlines.
- Produce work of a consistently high standard.
- Be proactive.
- Demonstrate high levels of effort to achieve tasks.

Actively practices teamwork

- Work effectively as part of a team.
- Consider the needs, feelings, and accept the ideas of fellow team members.

Perseveres to complete tasks

- Maintain a positive “can do” attitude particularly when faced with challenging obstacles / issues.
- Be consistent and follow tasks through to completion.

Acts in an ethical manner

- Demonstrates appropriate conduct in a range of situations, ensuring alignment with the ‘Code of Conduct’ and other policies and procedures.

Committed to personal growth

- Demonstrates a commitment to personal growth.
- Keep up-to-date with developments in the relevant occupational field.



Selection Criteria – People & Culture Advisor

Essential

- Tertiary qualifications in Human Resources (or Employee/Industrial Relations, Organisational Development/Recruitment) or a related discipline or, alternatively, substantial experience in a similar role with demonstrable, practical and proven experience, skills and capability delivering generalist P&C services, advice and support.
- Demonstrated experience, skills and capability in delivering generalist human resources (HR) advice and services to a range of stakeholders in operational environments.
- Practical skills, knowledge and application of contemporary human resources, culture and capability and/or employee relations practices, initiatives, strategies or programs.
- Well-developed problem-solving skills, including experience managing people-related matters end-to-end to resolution.
- Strong stakeholder-management skills, ability to build strong and positive working relationships with a range of stakeholders.
- Demonstrated supervisory, management and/or leadership skills. Experience supervising staff members or managing teams.
- Excellent interpersonal, verbal and soft communication skills, including emotional intelligence, self-awareness, accountability and ability to reflect, learn, grow and develop.
- Strong written communication skills, ability to prepare written documents and reports, work with and interpret HR metrics and data to inform an evidence-based P&C advice and solutions.
- Highly motivated self-starter and team-player that can work equally well independently, as well as a supportive, proactive and collegiate member of a team working collaboratively with others.
- Ability to prioritise work deliverables, meet deadlines and complete tasks to high-quality standards with the focus on process improvement and excellence. Demonstrated resilience and the ability to complete work in a dynamic change environment whilst producing work of a high standard first time every time.
- Solid computer skills in the use of Microsoft Office Suite and human resource information systems.

Desirable Criteria

- Knowledge of Aged Care.
- Current WA Drivers Licence.

Employment considerations

To be considered for a position at SwanCare applicants must be able to satisfy the following appointment prerequisites by providing:

- Completion of 100-point identification check.
- Production of a valid Police Clearance of no more than 6 months old.
- Have the appropriate rights to work in Australia.

This position description may be amended from time to time by the company. This document reflects the major accountabilities and responsibilities of this position and is not designed to be prescriptive in nature. Personnel can therefore expect to undertake other reasonable duties in addition to those identified as requested by your supervisor.

All requirements in this document are in addition to those stated in your Employment Agreement and Letter of Offer.

CERTIFICATION

I confirm that I have read and I understand the requirements as detailed in this document. I understand that by signing this document that I agree to perform my duties to the best of my ability, and I also agree to comply with all policies, procedures and work instructions. I further understand that by failing to adhere to my commitment, that it may result in my employment being reviewed.

Occupant Name: _____ Signature: _____ Date: _____

