

Role description

People and Culture Business Partner

Cairns/Townsville/Mackay

Department:	Strategic Operations
Location:	Cairns/Townsville/Mackay
Position type:	Full-time/Part-time
Classification:	Level 9
Reports to:	Chief Executive Officer
Direct reports:	1

Our values

Collaboration

We work together successfully by valuing, appreciating, and contributing as a team. We build collaborative strategic partnerships for the good of our community.

Equity

We work in a fair and non-judgemental environment where all views and opinions are considered equally. We treat all stakeholders the same and work to reduce inequalities in health for the most disadvantaged.

Innovation

We support an environment that fosters creative, innovative, and solution-focused ideas. We work in partnership with our stakeholders and encourage new, innovative, and creative working to solve complex societal problems.

Integrity

We are open and transparent in our decision-making and deliver on our promises.

Respect

We encourage and give people the opportunity to communicate by listening, acknowledging, and appreciating what they have to say in a supportive and professional manner. We act in a professional manner at all times to build strong relationships even in the absence of agreement.

Access

We support better and timelier access to primary health care by working collaboratively with multidisciplinary teams. We consider the financial, organisational, physical accessibility and acceptability, and social or cultural barriers that limit the utilisation of primary health care services.



Role summary

The People and Culture Business Partner will be responsible for supporting strategic organisational development initiatives, frameworks, and programs aimed at embedding a strong base of operational systems supported by an aligned positive employee culture. Northern Queensland Primary Health Network (NQPHN) recognises that the quality of our people, structures, and culture are fundamental to our ability to deliver against our strategic priorities. As we realign our organisation against our strategy, the role of People and Culture Business Partner will be critical to support a successful transition.

Key responsibilities

Role specific

- Lead the planning and implementation required to achieve our people and culture objectives.
- Keep in touch with the morale of the organisation to support the leadership team in building a high performing, motivated, and team-based culture.
- Develop a capacity and capability matrix and organisational development plan that provides the skills, knowledge, and experience to deliver on NQPHN's strategic objectives.
- Provide strategic advice to the CEO, Executive, and Board on emerging and complex workplace issues.
- Ensure NQPHN's remuneration, reward, and development activities reflect a culture that embraces high personal and team-based performance and professional drive for continual improvement.
- Manage major change and culture development, working to build collaborative internal networks.
- Working collaboratively with the CEO and Executive Team, take the lead on identifying, developing, and implementing key organisational culture, engagement, and change initiatives and strategies drawing on external service providers where necessary.
- Provide high-level direction to the Executive Management Team and managers in relation to HR policy, change management, industrial relations, performance management, and Employment Relations.
- Develop, implement, and maintain fully integrated HR policies, systems, and practices that reflect contemporary, evidence-based approaches and meet legislative requirements.
- Provide analytical workforce data and HR metrics in relation to organisational design, workforce planning and strategic planning to meet requirements of NQPHN.
- Provide regular reporting and input to NQPHN People and Performance Committee and the Board as required.
- Ensure organisational systems, processes, structures, and roles are designed to support the future direction and sustainability of the organisation.
- Review, interpret, and provide sound direction on complex legislation and/or industrial relations issues relevant to human resources management.
- Ensure compliance with relevant industrial, employment and work-place health and safety legislation and obligations.

Organisation wide

- Committed to “One PHN” and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the organisation’s policies and procedures.
- Ensure the safety of yourself and others in line with the organisation’s WHS policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

Key selection criteria

- Minimum of Degree qualification in Human Resources and at least five years in a senior strategic HR capacity.
- Experience in change management and leading teams through change.
- Demonstrated experience in leading and supporting positive organisational culture.
- Interpersonal skills to positively build effective working relationships, drive engagement, motivate staff, and influence positive culture.
- Demonstrated skills in development, management, maintenance and review of human resources strategy, policies, and practices to meet organisational priorities.
- Demonstrated experience in the interpretation and provision of high-level advice in all areas of employment legislation including Industrial Relations, Employee Relations, and Organisational Development.
- Applied knowledge of Australian employment law and related regulatory and statutory requirements.
- Demonstrated experience in all facets of human resources management including the development, implementation, and adherence of policies and procedures, recruitment, selection and retention systems, training and development plans, and performance management systems.

Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) QLD if required.

Capability framework

NQPHN has a capability framework in place. This role has the following core competencies and expected levels.

Core Competency	Skilled
Teamwork and Team Leadership	<ul style="list-style-type: none"> Assumes accountability for work delegated to others (peers, team members, experts, etc.). Works with teams with complementary skills/expertise. Encourages people with opposing viewpoints to express their concerns. Resolves conflict among team members sensitively and fairly. Helps others learn from experience and development initiatives. Recommends readings, trainings and other resources. Continually acquires and applies new knowledge and learning to improve job performance. Provides constructive feedback to others.
Resource Management	<ul style="list-style-type: none"> Allocates and controls resources within own area of responsibility/ scope of assignment. Identifies needs for resources to effectively support current initiatives, services and offerings. Manages assignments' delivery process and deadlines.
Flexibility and Continuous Improvement	<ul style="list-style-type: none"> Seeks best practices inside and outside the Organisation to anticipate change. Stays open-minded and encourages others to bring new perspectives. Stays aware of the organisational objectives and monitors current developments and trends that may affect implementation of organisational direction, programmes or plans. Helps others understand the strategic goals of the Organisation and how their work relates to these.
Stakeholder Engagement and Communications	<ul style="list-style-type: none"> Writes on complex and highly specialised issues. Conveys critical nuances and qualifiers to facilitate complete understanding of the material. Evaluates current network for effectiveness and relevance to achieving strategic objectives within own area. Identifies and creates opportunities to initiate new connections that will facilitate the achievement of strategic goals within own area.

Core Competency	Skilled
Quality Management	<ul style="list-style-type: none"> • Understand Quality managements systems, and their impact on organisational governance, as well as basic tenets of ISO90000. • Assist in the evaluation and monitoring of quality management systems. • Ensure staff are utilising quality management systems. • Collate and provide feedback to senior management on utility of quality management systems.
Strategic Thinking and Innovation	<ul style="list-style-type: none"> • Clearly communicates and operationalises the strategic vision. • Able to engage with the organisation as a whole and influence strategic decisions. • Leads team's strategic thinking. • Takes a long-term, evidence-based approach to decision making, and considers all consequences before acting. • Encourages creativity and innovation through continuous improvement. • Inspires others to contribute to strategic goals.
Governance and Risk	<ul style="list-style-type: none"> • Communicates governance requirements clearly to ensure compliance. • Seeks and applies benchmarking/best practices to improvement strategy development or application. • Has a comprehensive understanding of the legal governance surrounding the engagement with public and service users and operates effectively within such parameters. • Models risk management. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Ensures a safe workplace.
Project and Program Management	<ul style="list-style-type: none"> • Develops effective project plans and cost schedules. • Applies effective project controls to deliver complex projects or get project back on track. • Ensures full visibility of project's financial performance. • Applies best practice program management experience. • Provides expert advice and facilitation on program tracking/reporting/assurance/quality control, information management, financial accounting, risk/issue tracking, change control and knowledge management/learning structured in ways that best meets program objectives. • Ensure appropriate program management information exchange occurs.

Core Competency	Skilled
	<ul style="list-style-type: none"> • Takes responsibility for the work of others and allocation of resources. • Provides complete planning service utilising other resources. • Develops project strategies and optimises project execution within constraints of time and money. • Able to handle multiple project with substantial personal autonomy.
Commissioning	<ul style="list-style-type: none"> • Ensure PHN activities and policy in relation to activities are in line with Commissioning Framework. • Has responsibility for monitoring procurement and contract activities to align with Commissioning Framework. • Promote the principles of the Commissioning Framework. • Implement effective commissioning activities to monitor provider supplier and contractor performance against the commissioning framework, including deliverable and outcomes. • Represent the organisation in the resolution of complex / sensitive disputes with providers, suppliers and contractors.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.