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| **AWARD CLASSIFICATION** | GOSAC, Level 5 | **ANZSCO** | 223111 |
| **DIRECTORATE** | Business Support Services | **BRANCH** | People and Culture |
| **LINE MANAGER** | Manager People and Culture | **DIRECT REPORTS** | Recruitment Coordinator  Learning & Development Coordinator |
| **SPECIAL CONDITIONS** | N/A | | |

## **ABOUT THE DIRECTORATE**

Business Support Services’ intent is to build organisational capacity through the support and development of VenuesWest’s people, systems and processes.  In doing this, the Directorate will deliver timely, efficient strategic advice and support services to the organisation in People and Culture; Information and Communication Technology; and Safety and Risk.

## **ABOUT THE ROLE**

The Senior People and Culture Consultant provides high level consultancy and advisory service to management, operational areas, and employees on an array of human resources and employee relations matters including the application and interpretation of industrial awards, agreements, policies, and related legislation.

The role also provides advice and direction to facilitate the resolution of workplace matters, including Industrial Relations, Performance Management and Discipline, Equal Opportunity, Grievance Resolution and Redeployment, in line with VenuesWest policies and procedure and relevant standards and legislation.

## **ROLE RESPONSIBILITIES**

*VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest’s Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.*

#### **HUMAN RESOURCE CONSULTANCY**

* Provides and advocates a knowledge-based approach to the delivery of a consultancy and advisory service through support, guidance and empowerment to direct report in their areas of specialty.
* Effectively partners with People Managers and employees providing timely coaching, guidance, direction, support and reporting regarding sensitive and complex people issues, including, but not limited to:
  + Case management of performance, discipline, absenteeism/attendance and grievance matters ensuring a proactive solution focussed approach is adopted to achieve a resolution.
  + Implications of industrial relations issues, interpretation of Awards and Agreements, policies and related legislation.
  + Job design and classification including coordinating the establishment and classification process and reviewing and providing specialist input into classification assessment reports.
  + Provision of advice on workforce management, recruitment, selection and appointment and learning management ensuring value added advice on contemporary practices to attract, select and retain the most suitable candidates.
* Participates in the development and delivery of human resource projects and initiatives to ensure achievement of the Business Plan, Workforce and Diversity Plan and Reconciliation Action Plan objectives.
* Develops, implements and evaluates human resource policies, practices and systems which are consistent with corporate policy, compliant with legislative requirements and reflective of contemporary human resource practices.
* In consultation with Government Sector Labour Relations (GSLR), coordinates the review, updating and communication of the VenuesWest General Agreement including negotiation with relevant parties to ensure the best outcomes for VenuesWest and our employees.
* Assists in identifying strategies and projects that will achieve Business Plan and Workforce Plan initiatives.
* Prepares papers and reports for management and Executive utilising sound research and analytical skills to understand issues and provide appropriate information for effective decision making.

#### **STAKEHOLDER ENGAGEMENT**

* Proactively develops and maintains productive working relationships with internal and external stakeholders, engaging in two-way communication and responding appropriately to their needs to foster trust and build strong partnerships
* Advocates employee compliance with Human Resource standards, policies and relevant legislation.
* Advocates a positive and accountable work environment which promotes employment equality and encourages diversity.

#### **PEOPLE MANAGEMENT**

* Delegates tasks and responsibilities to direct reports to build team capacity and personal and professional development of self and staff.
* Provides leadership and ensures direct reports model the behaviours of the VenuesWest Way.
* Manages the recruitment, induction, and training of direct reports to perform their duties effectively.
* Leads the performance of direct reports ensuring clear performance expectations, timely recognition of achievements and timely management of underperformance.
* Undertakes the VenuesWest Performance Development and Planning process with direct reports and ensures people are continually developed and recognised.
* Assists with the implementation of change management strategies required to achieve corporate objectives.

#### **WORKPLACE SAFETY AND HEALTH**

* I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

#### **OTHER**

* Other related duties, as directed.

## **ROLE REQUIREMENTS**

The following capabilities are to be addressed in context of the responsibilities of the role.

#### **ESSENTIAL**

1. Demonstrated previous relevant experience in providing a customer-focused and broad human resources consultancy and advisory service including industrial relations and management of workplace issues and the development and delivery of a range of human resource projects and initiatives.
2. Understands strategic objectives, trends and factors that may influence work plans; Draws on information from a range of sources; Analyses and works within agreed guidelines to make decisions and incorporates outcomes into work plans.
3. Identifies and uses resources wisely; Evaluates performance to identify need for change; Demonstrates flexibility with changes in priorities and focuses on quality whilst seeing tasks and projects through to completion.
4. Builds and maintains relationships with stakeholders, team members and colleagues; Consults and shares information; Values individual differences and diversity and takes responsibility for delivering high quality customer focussed services.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of conduct; Takes responsibility for mistakes; Takes initiative to progress and complete work and reflects on own behaviours.
6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.
7. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; actively promotes and communicates change to employees.

#### **DESIRABLE**

1. Working knowledge of WA Public Sector policies, processes, legislation, awards and agreements.

## **QUALIFICATIONS / CERTIFICATIONS**

#### **DESIRABLE**

* Tertiary qualification in Human Resources, Commerce or Business or significant progress towards attaining a qualification.

## **ABOUT THE VENUESWEST WAY**

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:

## **A group of icons to represent the VenuesWest Way signature behaviours. In order left to right; a trophy 'We Champion Dreams', an exclamation mark in a triangle 'We Deliver Safely', a star 'Together We Win', a building 'We Act Like Owners', and a cone with streamers and confetti 'We Celebrate Success'**

## **POSITION CONDITIONS AND ELIGIBILITY**

Appointment to this position is conditional upon:

* Providing evidence of ‘Right to Work’ in Australia
* Providing evidence of a National Police Clearance (dated within X months)

## **CERTIFICATION**

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| The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. | |
| **Diane Misic**  **Director Business Support Services** |  |
| **Date JDF Approved** | 10 July 2024 |