

PEOPLE SERVICES, BUSINESS PARTNER POSITION DESCRIPTION

Position Title:	People Services, Business Partner
Responsible To:	Manager, People Services
Council Portfolio:	Corporate Services
Council Team:	People
Classification Level:	Salaried, Level 8

Overview of Portfolio

The Corporate Services Portfolio provides effective and efficient services and insights to strengthen and grow our organisational capability, and support a culture of accountability, transparency and innovation. Additionally, the Portfolio provides the key support functions to ensure Council's subsidiaries, the Adelaide Central Market Authority (ACMA) and Adelaide Economic Development Agency (AEDA), deliver their objectives in accordance with their respective Charters, statutory requirements and obligations.

Overview of Team

The People Team strengthens our organisation's capability to lead and deliver essential services for our community, corporate services for our organisation, and brilliant experiences in our City, by co-creating an environment where our people thrive, live our values, reach their potential, and learn and grow.

Key Relationships / Interactions

Internal	Employees across the People Program All leaders in allocated Portfolios City of Adelaide (CoA) employees across all Portfolios, Programs and Corporate Teams
External	Service Providers including Recruitment Agencies, HR Consultants and Legal Advisors Unions

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Primary Purpose	<p>As part of the People Team the People Services Business Partner provides strategic and operational guidance, advice and support in relation to employee, employment and industrial matters as well as building the capability of our leaders at all levels to support and develop our workforce to ensure optimal performance and delivery of Council's objectives.</p>
Responsibilities	<p>The People Services Business Partner is responsible for:</p> <ul style="list-style-type: none">• Providing strategic and operational advice and coaching to leaders on complex employee relations matters including grievances, performance management, disciplinary, and absence management.• Interpreting legislation, policy and procedures, and Employment Awards and Agreements to provide clear, informed, and compliant advice.• Supporting the planning, consultation and implementation of organisation change initiatives, including organisational restructures.• Working with the People team and broader organisational teams to deliver a broad range of initiatives aligned with areas of strategic workforce priority including attraction/retention and workforce planning.• Undertaking research to review and develop policies, procedures, and initiatives which support effective and contemporary HR practice.• Preparing reports and correspondence on complex employment matters.• Developing and delivering training aimed at increasing employee knowledge and capability on a range of Human Resource matters.• Developing strong and productive partnerships with internal and external stakeholders to support the delivery of people and culture services that meet ongoing business objectives.• Maintaining a commitment to the continuous development and improvement of people practices; assisting in the identification and implementation of initiatives aimed at improving effectiveness, efficiency, and customer experience.• Facilitating Enterprise Agreement negotiating process and supporting the operation of, and resolution of matters raised within, Enterprise Agreement Consultative Committees

Responsibilities for all employees:

- Model and champion an inclusive, respectful, and ethical workplace culture, aligned with our CoA values and Employee Behavioural Standards, actively promoting equal opportunity, diversity and equity.
- Adhere to organisational policies and WHS requirements while promoting a safe, inclusive environment that safeguards both physical and psychological wellbeing for self and others.
- Promptly report WHS incidents or near misses and use equipment, supplies, and personal protective equipment safely and responsibly.
- Adhere to security and safety requirements (physical and cyber) by following secure information/data handling practices and procedures that support and secure our systems.
- Proactively identify and report any cyber security risks, breaches, incidents, or suspicious activity such as phishing, unauthorised access, or mishandling of information.
- Complete all mandatory training and ongoing professional development.

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Position Criteria

Qualifications	A tertiary qualification in Change Management, Human Resources, Organisational Development or related field and/or commensurate demonstrated experience in lieu of formal qualifications	Essential
Technical Knowledge & Experience	Sound experience in providing strategic advice and solutions on a range of complex HR and ER matters Sound understanding of employment law and significant experience in interpreting Awards and Enterprise Agreements	Essential
Project Management	Proven experience in project management of People initiatives including engagement and consultation	Essential
Innovation & Initiative	Demonstrated ability to develop innovative and creative solutions to complex issues that may impact the whole organisation	Essential
Resource Management & Decision Making	Proven ability to make independent decisions and work under limited direction, having regard to organisational policy, guidelines and practices	Essential
Professional Development	A commitment to ongoing professional development and continuous learning	Essential
Customer Commitment & Integrity	Capacity to maintain a high degree of discretion and exercise sound judgement in dealing with sensitive and confidential matters Commitment to customer centric approach, demonstrated through the provision of timely, reliable and expert advice on matters within area of responsibility	Essential
Collaboration & Communication	Demonstrated high level interpersonal and communication skills including negotiation, consultation and conflict resolution.	Essential
Administrative Skills	Strong organisational and time management skills and the ability to prioritise, set deadlines, solve complex problems and make effective recommendations and decisions	Essential
Government Experience	Experience working in a government environment	Desirable

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Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



**Achievement**

**COLLABORATION**

**CUSTOMER COMMITMENT**

**INTEGRITY**

**INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

The below table summarises the physical demands of this role.

Task	Office Workstation		
Work Area	Various		
Physical Demand Rating	Very Light Work		

Physical Demand	O	F	C	Description	FCA Notes
Sitting		✓		Ergonomic adjustable chair	Critical Range of Motion: Shoulder to 90° flexion.
Standing	✓			Accessing folders, p/copier, talking to others	Lift Capacity: Up to 2kg (ream of paper).
Walking	✓			Meeting with others, moving between rooms	Push / Pull Force: N/A
Climbing	✓			Option to take the stairs	Shift Duration: Business Hours
Bending	✓			Reaching down to low shelves, p/copier	Environmental Factors: Indoor. Carpet in most offices. Lift access in most buildings.
Squatting	✓			Reaching down to low shelves, p/copier	
Gripping		✓		Mouse, stationary, phone	
Forward Reach	✓			Typing, using the mouse, phone usage	Task Rotation: tasks are varied by the worker. Pause exercises, stretches and standing up are self-directed by the worker. Workers can alternate sides with the computer mouse.
Lift	✓			Light items, folders, paper and documents	PPE: Office attire and appropriate footwear.
Carry	✓			Short distances within the building /office	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%)

*This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the People Team (OSCAR).

Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.

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