

# WHITEHORSE CITY COUNCIL

## Position description

<b>Job title:</b> Senior People and Culture/ Workplace Relations Business Partner	
<b>Classification:</b> Band 7	<b>Effective Date:</b> September 2025
<b>Reports to:</b> Coordinator Health, Safety and Wellbeing/ Workplace Relations and Business Partnering	<b>Tenure:</b> Permanent

### About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



### CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration	Respect	Excellence	Accountability	Trust
We work flexibly together to achieve outcomes and solve problems.	We actively listen, value diversity and care.	We adapt, respond, learn and grow.	We take responsibility and follow through on our promises.	We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

The position provides accurate and timely advice and consultancy services on a broad range of P&C related matters to Council's mid and senior leaders. Through effective case management and a client-focused model the position informs and enables quality outcomes for leaders and the organisation. This position also provides specialist workplace relations expertise, planning and management in support of a People and Culture Service Plan to deliver across key functions are projects

The role also has a particular focus on Council's Enterprise Agreement, Employee Relations (ER) case management and P&C Policy and Remuneration projects.

Collaborating with leaders, the position makes a significant contribution in a broad range of People & Culture activities through embracing workforce planning, performance & capability, people management, organisational development, engagement and change management.

## Key Responsibilities

### *Position Specific Responsibilities*

#### **ER/IR & Human Resources consultancy and advisory services**

Consult with and influence leaders to develop strategies and solutions to pressing workforce challenges.

Provide technical expertise on internal policy, Industrial Relations and Employee Relations management practices

Lead and provide internal HR consultancy and advisory services to help build people management capability across the organisation and contribute to the organisation's culture, goals and objectives.

Facilitate engagement of external parties to conduct mediations, investigations, negotiation and other dispute resolution methodologies as required.

Develop workplace policy and refine existing policy in accordance with business needs and ensuring appropriate consultation and engagement with key stakeholders.

Lead and effectively partner with the business to enable leadership at all levels contributing to the organisation's culture, goals and objectives.

Make a significant contribution to people related services and practices ensuring efficient delivery, quality service and continuous improvement.

### **Classification and Remuneration advisory and coordination**

Provide advice in relation to classification, remuneration and benefits for Senior Officer and Enterprise Agreement positions and employees.

Undertake research and coordination in relation to remuneration and classification of Senior Officer and Enterprise Agreement positions, ensuring appropriate governance arrangements and controls are observed.

Ensure continued modern and compliant employment contract suite in line with Council's Enterprise Agreement.

### **Workforce planning**

Lead and conduct analysis and interpretation of department and unit business plans and provide workforce planning and job design solutions that have a long-term outlook.

Advise on the best strategy and approach for strategic talent acquisition activities. Actively and tangibly support and enable talent acquisition and strategic sourcing strategies for senior roles.

Prepare, analyse and evaluate relevant directorate and department metrics and progress, results and trends to inform and influence workforce strategy and policy options.

### **Performance and capability**

Lead and partner with managers and supervisors to build organisational capacity, manage performance (including drafting employee performance and conduct letters) and strengthen their people management skills and capability.

Lead and foster continuous improvement in business stakeholder relationships and provide consultancy to the organisation to capture and design solutions for emergent capability and organisational needs.

### **Enterprise Agreement**

Provide advice on the interpretation and application of WCC Enterprise Agreement, Awards, legislation and policy.

Administer and coordinate Consultative Committee and effective working groups partnering with employee representatives and unions to deliver and maintain work deliverables.

Support the management of WCC's relationship with union partners on matters of consultation and disputation, and act as a point of contact with union representatives

### **Employee Relations**

Lead and provide timely, sound, commercially oriented and authoritative specialist advice across a range of ER issues, including performance management, employee welfare, grievances, dispute resolution, EEO, etc.

### **P&C Policy and Projects**

Develop and oversee P&C Policy Framework detailing key P&C policies, currency and ownership. Liaise with speciality areas to review, design, develop and iterate future focussed P&C policies.

Ensure policies and solutions related to employment conditions align with Council policies and standards and external legal and regulatory requirements.

Provide advice and guidance on organisational change processes and change management principles.

Support the implementation (and where required the development) of major people-related projects, in particular those with a focus around compliance, industrial relations, employee relations and remuneration.

Provide subject matter expertise in the review and assessment of organisation-wide projects and initiatives that have the potential to impact people policies, processes or practice ensuring they are adapted to meet WCC strategic objectives and compliance obligations.

Prepare briefing papers and reports for Senior Managers and the Executive Leadership Team (ELT) relating to policy development, legal or regulatory initiatives impacting WCC.

Identify and inform HRIS improvements and upgrades as applicable and support subsequent change management processes across the organisation.

### **Leadership**

Lead in the spirit and practice of Council's Code of Conduct and act as an ambassador for organisational culture and values ensuring they are embedded and upheld.

Make a positive contribution to the performance and culture of Council by role modelling collaborative, constructive behaviours to build trust and support high standards of performance.

### *Corporate Responsibilities*

Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.

Ensure the organisation is aware of and compliant with relevant statutes and legislation.

Undertake identification, reporting and resolution or risk management activities and adherence to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment. Ensure that risk management principals are adopted in all decision-making processes.

Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Apply sound financial management techniques to team budget processes.

Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.

Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety.

Other duties as directed within the skills and capabilities of a position at this level.

### **Accountability and Extent of Authority**

#### **Budget:**

Preparation, oversight and management of the Workplace Relations budget.

In conjunction with the Coordinator prepare and manage the Learning and Development Plan budget, including for Corporate Learning component.

**Staff responsibility:**

Nil

**Key Relationships:**

The position will liaise and negotiate with leaders, employees and service providers at all levels of the organisation, including the Executive.

The position is required to maintain professional relationships with various external contacts, including other councils, external partners and providers, relevant union organisations and regulatory bodies (e.g. Fair Work Commission).

**Judgement and Decision Making**

- Exercise judgment and solve complex problems.
- Make decisions independently and take an innovative approach.
- The freedom to act is governed by objectives, policies and budgets with a regular reporting mechanism in place.
- Exercise loyalty, judgment and discretion regarding confidential issues.

**Specialist Knowledge and Skills**

**Technology**

- Advanced skills in Microsoft Office applications.
- Sound knowledge of HRIS systems and Pay global desirable.

### **Other Technical Skills**

- Ability to conduct research, develop and present reports, briefing papers, high-level correspondence and compelling recommendations
- Policy formulation skills, using investigative and analytical skills to identify options and make recommendations and the ability to evaluate and amend policy where required to meet organisation needs.
- Knowledge of relevant legislation, including the Fair Work Act 2009, Workplace Injury Rehabilitation and Compensation Act 2013, Local Government Act 2020 and experience in interpreting and applying Awards, enterprise agreements, policies, procedures and other industrial instruments.
- Demonstrated successful experience in counselling and dispute resolution.

### **Certificates/Licences**

- A valid Victorian driver's licence.
- Satisfactory National Criminal History Check.
- Working with Children Check.

### **Qualifications and Experience**

- Tertiary qualifications in Human Resources, Industrial Relations or related discipline with a demonstrated depth and breadth of experience in people advisory and business partnering roles.
- Significant experience in a senior advisory role in a broad range of HR functions, including ER/IR, at both an operational and strategic level.
- Significant experience in the development, review and implementation of HR policies strategies and programs.
- Demonstrated successful experience in workplace investigations, coaching managers and case managing underperformance, disciplinary and associated matters.
- Experience in the planning and implementation of organisational change.
- A thorough understanding of and extensive experience in contemporary HR practice.
- Experience with negotiation and coordination relating to Enterprise Agreements is an advantage.

### **Interpersonal Skills**



- Outstanding communication and interpersonal skills to formulate effective working relationships with and to inspire the confidence across all levels of organisation.
- Demonstrated problem-solving skills with the ability to effectively manage complex and sensitive situations applying sound judgement and discretion.
- Highly developed engagement, and influencing skills, including liaising with external stakeholders to discuss and resolve specialist problems.
- High self-awareness and capacity to build trust and gain the confidence of others.
- A personal style that models integrity, equity, fairness and transparency.
- Proven ability to manage a dynamic workload with competing priorities and operate independently effectively under pressure.
- Excellent presentation skills to enable the clear communication of information to a range of audiences.

## Management Skills

### ***Leadership/management:***

- Actively contribute to the corporate and business planning process and annual budget process.
- An understanding of Council's goals and of its values and aspirations, and the legal and political context it operates in
- Knowledge of relevant accounting and financial procedures.
- Plans, seeks, allocates and monitors resources to achieve outcomes on time and on budget.
- Manage team performance and foster an environment that encourages new ideas and provides support for the development of emerging skills, ensuring that objectives and goals are met.
- Ability to motivate and develop employees.
- Ensure implementation and compliance of organisational policy, legislative and regulatory requirements, including the enterprise agreement.
- Think strategically, particularly in relation to organisational policies, approaches, programs and the enterprise agreement.



**Other attributes (desirable)**

- Knowledge of local government operations and applicable legal and regulatory requirements an advantage.

**Notes and Comments**

- The incumbent may be required to work from different locations within the municipality
- The incumbent may be required to attend out of hours work meetings.

**Key Selection Criteria**

- Tertiary qualifications in Human Resources, Industrial Relations or related discipline with a demonstrated depth and breadth of experience in people advisory HR business partnering model and liaising with unions.
- Demonstrated ability to act as an internal consultant and business partner within the organisation and provide services that meet the needs and expectations of internal customers.
- Demonstrated successful experience in delivering contemporary solutions-focused HR initiatives that are consistent with strategic objectives.
- Demonstrated experience driving HR policies, systems, strategies and programs.
- Significant ER/IR experience, particularly in building performance, coaching managers and case managing under-performance, disciplinary and associated issues.
- Strong research, analysis and diagnostic skills to enable informed decision making.
  - Specialist Workplace Relations expertise. Experience with negotiation and coordination relating to Enterprise Agreements an advantage.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Sometimes	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	Keyboard, writing, carrying office supplies	Often	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.		Never/rarely	
<b>Standing</b> Tasks involve standing in an upright position	May work at sit/stand desk, make presentations	Sometimes/often	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height		Never/rarely	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects		Sometimes/often	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	Office equipment. Not heavy	Sometimes	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body		Never/rarely	
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	A large portion of the work will involve using a computer sitting at a work station.	Often	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence		Often	

Any other relevant comments: