

# Job Description

Current as at: 03/07/2017

## HUMAN RESOURCES ADVISOR YMCA ADMINISTRATION

<b>POSITION LEVEL:</b>	Full Time, Award Free
<b>REPORTS TO:</b>	Human Resources Manager, or other person who may, from time to time, be nominated.
<b>SUPERVISES:</b>	Not Applicable
<b>POSITION SUMMARY:</b>	<p>This position supports the HR Manager in all generalist HR activities, specifically reviewing and advising on HR policies and processes across the YMCA of Brisbane and Social Impact, ensuring the most effective utilisation of human resources for the purpose of achieving strategic business objectives.</p> <p>This role also acts as HR Business Partner delivering HR advice to support establishment managers across the business operations and provides the full range of general Human Resources services and activities.</p>
<b>PRIMARY RESPONSIBILITIES:</b>	<p><b>1 <u>Employee Relations / Industrial Relations</u></b></p> <p>1.1 Act as a single point of the contact for the employees and managers in designated group / business unit / client group;</p> <p>1.2 Partner with Establishment Managers providing HR advice on all employment relations matters;</p> <p>1.3 Provide consultation regarding staff appointments, terminations, remuneration, conditions of service, HR/Payroll reporting and other relevant matters;</p> <p>1.4 Evaluate employee relations and work related problems and discuss with supervisors and managers to determine effective remediation techniques, such as job skill training or personal intervention, mediation and other conflict resolution techniques to resolve human relations issues among personnel;</p> <p>1.5 Provide advice in relation to conduct issues and incidents, assist workplace investigations and disciplinary processes as required;</p> <p>1.6 Coach and assist managers in performance management processes and performance improvement practices;</p> <p>1.7 Promote the Employee Assistance Program and provide advice on the services as required;</p> <p>1.8 Interpreting awards and contracts in relation to overtime, shift allowances and liaising with the HR Manager if required for interpretation;</p> <p>1.9 Provide technical advice on awards and employment contracts in relation to overtime, shift allowances and liaising with the HR Manager if required for interpretation;</p> <p>1.10 Provide support in relation to Leave management including reporting on and managing excessive leave balances and leave planning with staff;</p> <p>1.11 Provide support to the HR manager on Enterprise Bargaining negotiations, and or enterprise agreements as required.</p> <p><b>2 <u>Recruitment, Selection, Induction</u></b></p> <p>2.1 Assist in the delivery of an efficient and effective recruitment function, working with line managers to ensure that the recruitment policy and procedure is followed and job advertisements are placed online and/or in printed media in a timely manner;</p> <p>2.2 Assist with recruitment and selection of staff including assisting line managers and selection panels with shortlisting and the interview process (as required);</p> <p>2.3 Maintain Employment Agreements, and Position descriptions for all staff.</p> <p>2.4 Revise employment agreements and ensure appropriate documentation is prepared to meet operational / group needs.</p> <p>2.5 Manage direct recruitment as required by Establishment managers, and provide additional support in challenging vacancies or senior level appointments.</p> <p>2.6 In consultation with HR Manager and internal stakeholders, assist and contribute to processes to support the review and development of Employee of improvements and changes to On boarding processes, induction hand book.</p> <p>2.7 Prepare and process new starter's documentation and maintain personal files on the HRIS (Connx), and Employee Personnel File.</p> <p>2.8 Consult with payroll to ensure employee changes are managed and ensure variations and terms and conditions of employment.</p> <p>2.9 Provide advice, both written and verbal, in relation to the interpretation and application of legislation, directives, policies, industrial awards and YMCA practices and procedures to ensure business needs are met;</p> <p>2.10 Effectively deliver training on HR policy, procedure and initiatives, including recruitment training;</p> <p>2.11 In liaison with the HR Manager, maintain EAP and ensure managers/staff utilisation where applicable;</p>

### **3 Remuneration and Benefits**

- 3.1 Assist with the review and management of Salary Packaging arrangements with the YMCA provider, Access Pay.
- 3.2 Review procedures, policy, and processes as required.
- 3.3 Conduct salary benchmarking activities as required, conduct salary review and prepare remuneration recommendations and advice for senior management.

### **4 Planning, Reporting and Metrics**

- 4.1 Participate in planning processes and support for the HR Team.
- 4.2 Assist in the preparation, analysis, interpretation and reporting of workforce metrics;
- 4.3 Develop and create reports from HR system data and support preparation of reports as required; leave, turnover, FTE, and WGEA.
- 4.4 Assist in the preparation, analysis, interpretation and reporting of workforce metrics;

### **5 Performance Management**

- 5.1 Ensure monitoring of probationary review Support the performance review life cycle processes annually within each Group;
- 5.2 Provide coaching and support to managers in relation to employee performance, providing support and making recommendations for performance improvement processes.
- 5.3 Assist in the development and improvement of performance review processes and provide recommendations.
- 5.4 Assist in the development and implementation of the performance module Connx.

### **6 Policies and Procedures**

- 6.1 Support the annual review process and development of HR policies, services, processes and procedures to enhance the operation of functional areas in the YMCA of Brisbane;
- 6.2 Develop new policy and assist in the roll out to groups and employees.
- 6.3 Provide policy advice and coaching to Managers and Staff as required.

### **7 Learning and Development**

- 7.1 Working with the HR Manager and internal stakeholders, contribute to the learning and development framework within the YMCA;
- 7.2 Ensure induction processes are completed, monitor completions, and provide reports.
- 7.3 Assist in the review and development of courses offered through the LMS (learning seat).
- 7.4 Assist in the development and implementation and maintenance of the learning module Connx.
- 7.5 Source and facilitate external training for work units and organisational departments;
- 7.6 Develop and or assist in training on YMCA policies and procedures to ensure compliance;
- 7.7 Deliver internal courses as required including induction presentations.

### **8 Human Resource Administration**

- 8.1 Ensure all documentation is legally compliant and best practice, prepare Human Resource related reports, notes, submissions and other general correspondence;
- 8.2 Assist with general HR related enquiries, information and advice, supporting Payroll / HR Admin process to assist the Payroll Officer;
- 8.3 Liaise with Payroll to track staff movements within business and changes of terms and conditions of employment;
- 8.4 Ensure preparation of appointment letters and contracts and the implementation of salary packaging for nominated employees;
- 8.5 Updating and maintenance of payroll and HR records including general administration, filing and archiving ensuring confidentiality and privacy of files at all times;
- 8.6 Prepare letters of employment verification and statement of earnings letters as requested by employees;
- 8.7 Liaising effectively and timely with staff and management on payroll related queries in an accurate, courteous, professional and customer focussed manner;
- 8.8 Assist with payroll processing and enquiries to support the payroll function as needed in absence of payroll officer.

### **9 Human Resources Information System**

- 9.1 Contribute to the review, development, management and administration of the HRIS systems, processes and procedures in the YMCA of Brisbane;
- 9.2 Maintain up to date HR information systems and provide advice to staff as required;
- 9.3 Working with the HR Manager, implement HR Modules as required in Connx and Time in Attendance System (TimeTarget);
- 9.4 Support the timely implementation and roll out of modules, development of procedures and support training of managers and end users in the system;

	<p><b>10 Work Health and Safety</b></p> <p>10.1 Provide advice and support in the administration of non-workers compensation claims and Return to Work co-ordination of injured workers in rehabilitation phase, in consultation with the Health and Safety work unit.</p> <p>10.2 Consult with the WHS team in relation to work cover claims and support return to work processes.</p> <p><b>11 People, Culture and Employee Engagement</b></p> <p>11.1 Support the HR Manager in the facilitation of constructive organisational culture change through facilitation of workshops, presentations, coaching or other interventions with staff and leaders across the organisation (as required);</p> <p>11.2 Assist in the annual employee engagement survey process, collate and present results and assist with development of actions plans together with Group Managers / Establishment Managers.</p> <p>11.3 Promote YMCA employee benefits programs, assist in the review and development of programs to support engagement initiatives.</p> <p><b>12 General</b></p> <p>12.1 Assist with the management and roll-out of HR Projects (as required and directed).</p> <p>12.2 Maintain the work environment so as to minimise risk to both customers and staff;</p> <p>12.3 Report identifiable risk so that immediate action can be taken;</p> <p>12.4 Comply with the YMCA’s Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;</p> <p>12.5 Maintain confidentiality of all YMCA information, records and files;</p> <p>12.6 To maintain the Quality System and report any deviations from the intended system;</p> <p>12.7 Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the “YMCA Quality Manual”;</p> <p>12.8 Must be aware of and implement the YMCA’s Safeguarding Children and Young People Policy; and;</p> <p>12.9 Any other duties as determined by the Chief Executive Officer from time to time.</p>
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<p><b>SELECTION CRITERIA</b></p> <ul style="list-style-type: none"> <li>• Qualifications</li> <li>• Experience</li> <li>• Behaviour Attributes</li> </ul>	<ol style="list-style-type: none"> <li>1. 3-5 years’ experience as a HR Generalist with experience in medium to large organisation;</li> <li>2. Degree qualifications in Human Resource Management or related disciplines;</li> <li>3. Demonstrated knowledge and understanding of current HR and IR legislative requirements;</li> <li>4. Ability to work both autonomously and as part of a team;</li> <li>5. High level abilities in oral and written communication, including the ability to prepare and present training sessions, correspondence, reports and submissions of a complex nature;</li> <li>6. Comprehensive and working knowledge of payroll systems;</li> <li>7. Business process improvement experience;</li> <li>8. Excellent written and spoken communication and interpersonal skills;</li> <li>9. The ability to manage workload, meet deadlines and ensure accuracy;</li> <li>10. Ability to interpret awards and relevant legislation;</li> <li>11. Customer service focus with solid work ethic;</li> <li>12. Strong understanding of privacy and confidentiality; and</li> <li>13. Possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000</li> <li>14. Willingness to obtain an ACF Safeguarding Children Certificate</li> </ol>
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