

Melton City Council

People and Culture Business Partner

Position Description

PD: 00616

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	People and Culture Business Partner
Directorate	Office of CEO
Business Unit	People and Safety
Position Classification	Band 7
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022-2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Workplace Relations and Business Advisory Coordinator
Supervises	Nil
Internal liaisons	- Managers and supervisors - Council Staff - P&C Team members
External liaisons	- External service providers and advisors - Unions - Industry bodies and interest groups

3. Our Organisation

1. Council Values

Our Values: Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

The People and Culture Business Partner is responsible for partnering with the business unit managers and staff to actively coach, provide education and awareness, offer support, and deliver innovative solutions on a full range of employment-related matters. This role is crucial in building confidence and capability in people management, fostering positive employee relations, and ensuring compliance with legislation and Council policies.

5. Key responsibility areas

- Contribute to the development and review of people and culture strategies and policies, including conducting research and benchmarking with other practices/organisations or sectors and ensuring business, manager and staff consultation occurs to maximise buy-in and successful implementation.
- Conduct internal employee relations interventions such as investigations, enquiry or mediation and determine where appropriate escalation or external specialist advice is needed for highly complex matters. Procure and oversight processes by external specialists, including employment and child safe investigations, ensuring they are carried out in accordance with Council procedures and appropriate standards.
- Educate and actively coach leaders in prevention of bullying, discrimination and harassment including the development and implementation of preventative strategies, education and awareness of best practices and case law application in the Local Government context.
- Guide and support managers and staff in conducting organisational change management, ensuring input and engagement with affected staff and meeting the requirements of the current employment agreement obligations to consult.
- Partner with managers and coach them to develop and guide effective recruitment and talent management processes, including but not limited to vacancy and position assessment, flexible and effective campaigns and selection methods, capability assessment and development planning, and assessment and response to exit data.
- Coach other members of the People and Safety team in management of employee relations, work collaboratively with team members including Safety and Wellbeing team members to develop wholistic and one-stop-shop resolutions to complex people issues.

6. Accountability and extent of authority

- Provide timely, accurate and effective employees relations advice and develop creative solutions as required.
- Provide guidance and advice to managers, supervisors and staff in relation to interpretation and application of key human resources documents such as policies, procedures, Enterprise Agreement clauses and national employment standards.
- Determine appropriate interventions for the response and resolution of employee relations matters
- Undertake analytical and investigative work and make recommendations
- Handle sensitive and confidential matters with discretion.



- Monitor, report and assist with budget preparation and expenditure.
- Implement process improvements initiatives including policy review, updates and amendments.
- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Provide advice to supervisors and staff on employee relations matters in accordance with policy, procedure and relevant HR documentation.
- Provide advice to supervisors and staff on employee relations and industrial matters in accordance with the Enterprise Agreement, National Employment Standards, Awards and other relevant HR documents.
- Resolve complex problems and issues and make prompt and appropriate decisions.
- Update the Coordinator pertaining to the status of work initiatives, priorities and challenges and escalate where decisions may have a significant impact on the organisation.
- Identify, procure and oversight appropriate external support services or specialist advice and processes pertaining to employee relations matters.
- Exercise sound judgement and confidentiality as it applies to employee relations and performance matters in relation to what advice and guidance to provide parties
- Contribute relevant information from business partnering activities to contribute to new or improved people and culture policies, plans and strategies.

8. Specialist skills and knowledge

- Solid understanding of key employment-related legislation, principles and application in a local government context.
- Demonstrated skills in resolving employment, conflict and disputes settlement in the workplace and in the conduct of disciplinary and performance processes.
- Solid knowledge and application of human resource policies and practice across the employment lifecycle, from recruitment and selection to exit and offboarding.
- Knowledge and experience of employment and industrial laws and the impact on the employment relationship, particularly the Local Government Act, Fair Work Act and Equal Opportunity Act.
- Intermediate to advanced competency using the MS office suite of programs and database system.

9. Management skills

- Manage own time, meet deadlines and set priorities, and where necessary manage other stakeholders, to achieve targets, with a diverse range of activities and often conflicting demands.
- Respond to formal complaints and grievances within a timely manner and in accordance with Council Procedure and legislative timeframes.
- Manage employee relations matters and formulate options to address associated issues.
- Contribute to the team's effectiveness and reputation by coaching team members in a partnering approach and role modelling collaboration and cooperation.



- Actively coach and support supervisors, managers and staff in relation to people and culture and employment matters.

10. Interpersonal skills

- Deal with difficult situations and always present a positive Council image.
- Self-motivated with the ability to use initiative, maintain professionalism, integrity and confidentiality.
- Confidently engage with a broad range of stakeholders on complex, sensitive or emotionally charged people issues.
- Excellent communication and interpersonal skills, including the ability to establish constructive relationships and influence a broad range of key stakeholders, including employees, unions, managers, executives and external organisations.
- High Level of written and oral communication skills with a high attention to detail and the ability to write file notes, letters and reports on HR related matters.
- Strong customer service skills with the ability to work with a range of parties to formulate positive and constructive solutions to employment-related matters.

11. Qualifications and experience

- Tertiary Qualification in Human Resources or relevant discipline with significant experience in an employee relations or generalist Human Resource role or lesser formal qualifications and extensive relevant experience.
- Experience in a broad range of general Human Resource functions including employee relations, recruitment and talent management and organisational change processes.
- Demonstrated successful experience in coaching managers and case managing under-performance, disciplinary and associated matters.
- Experience in planning and implementation of organisational change programs.
- Experience partnering with managers, staff and business units to develop constructive solutions to complex problems.
- Current valid Victorian Drivers Licence.

12. Key Selection Criteria

1. Tertiary Qualification in Human Resources or relevant discipline with significant experience in a generalist HR role or lesser formal qualifications and extensive relevant experience.
2. Manage employee relations matters, formulate options to address complex people issues such as performance management, grievances, disputes and discipline.
3. Interpret and apply key human resource documents, policies and procedures, including Industrial instruments and employment legislation.
4. Extensive experience partnering with managers, staff, unions, and other external stakeholders to develop and implement constructive solutions and human resource plans and activities that support business effectiveness, change processes, and organisational restructures.
5. Excellent written and oral communication skills with experience developing awareness sessions, providing advice and communiques to managers and staff, and writing reports, letters, Executive briefings, and other relevant HR correspondence.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.



Chief People Officer

Approved by Position Title

March 2025

Date Approved

Incumbent's name

Signature

Date

