POSITION DESCRIPTION

Position:	**Senior Human Resources Business Partner (SHRBP)** **Permanent Full-Time** **(Authority Position Number 007D3.1)**
Enterprise Agreement Classification:	**Band 7** **(Colac Otway Shire Council Enterprise Agreement No.10 2025)**
Division:	**Corporate Services**
Department:	**People and Culture**
Reports to:	**Manager People and Culture**
Approved By:	**General Manager Corporate Services**
Date Approved:	**July 2026**

Colac Otway Shire Council strives to be a values-based organisation. Our values were developed by our people. They guide our behaviours, our approach to our work and to each other.

Our Values

- We are *supportive*, *inclusive* and *respectful*
- We take a *positive* approach to our work
- We commit to *safe work* practices
- We are *accountable* and *proactive*
- We act with *integrity*
- We *communicate* effectively
- We are *flexible* and *progressive*

Position Objective

To provide strategic and operational leadership across employee and industrial relations, workforce planning, organisational development and people management. The role partners with leaders to build organisational capability, strengthen workforce performance and foster a positive, inclusive and values-based workplace culture that supports Council's strategic objectives and service delivery outcomes. The position plays a key role in managing complex people matters, mitigating workforce risks and implementing contemporary people practices that enhance leadership effectiveness and organisational sustainability.

PART A	
Key Responsibilities	**Expected Outcomes**
Industrial Relations • Provide expert interpretation and advice regarding the Colac Otway Shire Enterprise Agreement, Awards, legislation, contracts of employment and industrial instruments. • Engage in negotiations and consultations relating to enterprise agreement, negotiations, implementation, workplace change proposals and industrial matters. • Develop strategies that minimise industrial risk and support positive employee and union relationships. • Represent Council in industrial discussions and consultations with employee representatives and unions. • Prepare industrial reports, submissions, briefing papers and correspondence for Executive Leadership Team and Council. • Monitor changes in employment legislation and industrial relations developments and provide advice on organisational impact. • Assist leaders in managing complex employee relations matters while balancing operational requirements and workforce wellbeing. • Contribute to the ongoing development and review of employment policies, procedures and workforce frameworks.	• Council maintains compliance with the Enterprise Agreement, Awards, employment legislation and industrial obligations through the provision of timely, accurate and practical advice. • Enterprise bargaining, workplace change initiatives and industrial consultations are effectively managed, resulting in sustainable outcomes that support organisational objectives and workforce needs. • Industrial risks are identified, assessed and mitigated through proactive advice, effective planning and sound people management practices. • Constructive and professional relationships are maintained with unions, employee representatives and key stakeholders, supporting positive workforce outcomes and effective consultation. • Executive Leadership Team and Council are provided with clear, accurate and strategic industrial relations advice that supports informed decision-making. • Council remains informed and prepared for emerging industrial relations developments, legislative changes and workforce challenges.
Employee Relations • Provide high-level coaching and support to managers on performance management, conduct, capability and attendance matters. • Lead complex case management activities relating to disciplinary processes and employee conduct concerns. • Provide guidance on employment contracts, probation management, flexible work arrangements and workforce transitions. • Support workforce reporting and analysis to identify trends, risks and opportunities. • Contribute to workforce planning strategies that support future organisational capability requirements.	• Leaders are supported to effectively manage employee performance, conduct, capability and attendance matters in a timely, fair and consistent manner. • Complex employee relations matters are managed professionally and in accordance with legislative requirements, Council policies and procedural fairness principles. • Employment arrangements, workforce transitions and flexible work practices are implemented consistently and in a manner that balances organisational and employee needs. • Workforce risks and emerging people trends are identified through analysis and reporting, enabling informed workforce planning and decision-making. • Managers demonstrate increased capability and confidence in addressing people management issues and fostering positive workplace behaviours. • Workforce planning initiatives contribute to the development of organisational capability and support Council's current and future workforce requirements.

PART A	
Key Responsibilities	**Expected Outcomes**
Investigations and Dispute Resolution • Lead workplace investigations, grievances and dispute resolution processes. • Conduct investigations in accordance with procedural fairness, legislation and organisational policies. • Gather and assess evidence, conduct interviews, and prepare investigation reports and recommendations. • Provide expert advice to leaders on employee relations matters, risks and appropriate outcomes. • Facilitate mediation, conflict resolution and early intervention strategies to address workplace issues. • Liaise with employee representatives, unions, legal advisors and external specialists as required. • Support leaders to manage sensitive workplace matters effectively and professionally. • Maintain confidential records and ensure compliance with legislative and organisational requirements. • Monitor trends and contribute to the continuous improvement of investigation and dispute resolution practices.	• Workplace investigations, grievances and disputes are managed in a timely, impartial and professional manner, consistent with legislative requirements, procedural fairness and Council policies. • Sensitive workplace matters are effectively resolved, reducing organisational risk and supporting positive workplace relationships and team effectiveness. • Leaders are supported to confidently manage workplace conflict, behavioural concerns and employee relations matters through timely advice and practical guidance. • Investigation findings, recommendations and outcomes are evidence-based, appropriately documented and support informed organisational decision-making. • Early intervention, mediation and dispute resolution strategies contribute to the prevention and resolution of workplace issues before escalation where appropriate. • Employee, union and stakeholder interactions are managed professionally, maintaining trust, confidentiality and procedural integrity throughout resolution processes. • Investigation and dispute resolution practices are continuously improved through the analysis of trends, lessons learned and emerging workplace risks.
Leadership Capability and Workplace Culture • Partner with leaders to strengthen leadership effectiveness, team performance and workplace culture. • Provide high-level coaching and guidance to managers on people leadership, communication, accountability and workforce management practices. • Support leaders to build high-performing, engaged and values-based teams. • Facilitate leadership discussions, workshops and learning activities in collaboration with the broader People and Culture team. • Coordinate and support the delivery of Council's employee engagement framework, including engagement surveys, action planning, and initiatives that enhance employee wellbeing, culture, and engagement across the organisation. • Analyse employee feedback, workforce data and organisational insights to identify leadership and culture improvement opportunities.	• Leaders demonstrate increased confidence, capability and accountability in managing people and leading teams. • Team effectiveness, collaboration and workplace culture are strengthened through effective leadership practices. • Employee engagement, inclusion and wellbeing initiatives contribute to a positive and values-based workplace culture. • Workforce insights and employee feedback are used to inform leadership development and organisational improvement opportunities. • Leadership behaviours align with Council's values and contribute to a respectful, inclusive and high-performing workplace. • Managers are equipped to lead change, manage workforce challenges and support organisational objectives.



PART A	
Key Responsibilities	**Expected Outcomes**
Organisational Development and Workforce Capability • Partner with leaders on organisational design, workforce planning and workforce capability initiatives. • Contribute to succession planning and talent development activities across the organisation. • Support workforce planning strategies aligned to Council's strategic objectives and future capability requirements. • Facilitate change management activities associated with organisational improvement and transformation initiatives. • Utilise workforce metrics, people insights and organisational data to identify risks and improvement opportunities. • Contribute to people-related improvement projects, system enhancements and continuous improvement activities.	• Leaders demonstrate increased confidence, capability and accountability in managing people, leading teams and addressing workforce challenges. • Team effectiveness, collaboration and workplace performance are strengthened through improved leadership practices and people management capability. • Employee engagement, wellbeing and workplace culture are enhanced through the consistent application of Council's values and leadership expectations. • Managers are supported to foster respectful, inclusive and psychologically safe workplaces that encourage positive employee experiences and outcomes. • Workforce insights, employee feedback and organisational data are utilised to identify leadership, culture and engagement improvement opportunities. • Leadership behaviours are aligned with Council's values, contributing to a positive, accountable and high-performing organisational culture. • Leaders are equipped to effectively manage change, workforce challenges and organisational priorities in a manner that supports employee engagement and service delivery outcomes.
Fair Work and External Advocacy • Represent Council in Fair Work Commission proceedings, conciliations and conferences as required. • Coordinate responses to unfair dismissal, general protections, bullying and other employment-related applications. • Prepare submissions, evidence and supporting documentation for external proceedings. • Liaise with legal advisors and industrial advocates regarding employment matters. • Support managers participating in Fair Work proceedings. • Monitor emerging Fair Work decisions and provide advice regarding organisational implications. • Develop resources and guidance materials to reduce employment-related risk. • Contribute to continuous organisational compliance with relevant employment legislation.	• Fair Work Commission applications and external employment-related matters are managed professionally, consistently and in accordance with legislative and organisational requirements. • Leaders are appropriately supported and prepared to participate in Fair Work and other external employment proceedings. • Employment-related matters are underpinned by accurate documentation, sound processes and evidence-based decision-making. • Emerging Fair Work decisions, legislative developments and employment trends are monitored and translated into practical organisational guidance. • Organisational employment risks are minimised through proactive advice, education and the consistent application of employment obligations. • Resources, tools and guidance materials support leaders to effectively manage people-related matters and meet their employment obligations. • Council maintains compliance with relevant employment legislation, industrial instruments and organisational policies.

PART A	
Key Responsibilities	**Expected Outcomes**
Annual Performance Review & Planning • Lead the administration and continuous improvement of performance management review processes and systems, ensuring effective governance. • Partner with managers and supervisors to implement performance appraisal, review, and remuneration processes, providing expert advice, coaching, and support.	• A consistent, compliant, and effective performance management framework is developed and maintained, supporting organisational objectives and fostering a culture of accountability and continuous improvement. • Managers and supervisors are supported to conduct fair, timely, and constructive performance and remuneration reviews, resulting in improved employee engagement, capability, and performance outcomes.
Systems, Reporting and Improvement • Support the administration, maintenance and continuous improvement of People and Culture systems, processes, policies and programs, ensuring data integrity, compliance and operational effectiveness. • Contribute to the analyse of workforce, learning and development, compliance and People and Culture reporting to support informed decision-making and organisational objectives. • Support the coordination and administration of learning and development activities, including training programs, employee development initiatives and mandatory compliance training. • Participate in and support projects that deliver continuous improvement, workforce capability development, system enhancements and operational efficiencies across the organisation. • Develop and maintain a sound working knowledge of the Council Enterprise Agreement, employment legislation and People and Culture policies to support accurate administration and advice. • Maintain current knowledge of industry trends, market developments, and emerging best practices. • We promote Council Values and Behaviours • Support and deliver initiatives that enhance employee experience, wellbeing, diversity, equity, inclusion, and employee recognition.	• People and Culture systems, processes and records are accurate, compliant and support effective service delivery. • Learning and development systems, programs and compliance activities are effectively coordinated and contribute to workforce capability and organisational requirements. • Workforce, compliance and People and Culture reporting provides reliable information that supports informed decision-making. • People and Culture policies, procedures and systems remain contemporary, effective and aligned with legislative and organisational requirements. • Continuous improvement initiatives enhance service delivery, operational efficiency and employee experience. • Workforce capability and organisational development initiatives are supported through effective administration, reporting and system management.

PART B
Classification Criteria
Accountability and Extent of Authority The position is authorised/responsible for the following: • Operates with a high degree of autonomy in the provision of professional human resources and industrial relations advice.



PART B

Classification Criteria

- Responsible for managing complex and sensitive employee relations matters with significant organisational impact.
- Authorised to provide expert advice and recommendations to managers, executives and senior leaders.
- Leads major investigations, workforce projects and organisational development initiatives.
- Exercises professional judgement in matters where policy, legislative and industrial interpretation is required.
- Responsible for identifying, managing and mitigating workforce-related risks.
- Influences organisational decision making through specialist expertise and analytical advice.

Judgement and Decision Making

- Investigate and analyse a range of options in order to recommend and develop Human Resource policy and procedure
- Develop specialised processes and procedures, using discretion in determining the situations in which it should be applied.
- Considerable problem solving is required, particularly in the area of staff conflicts, staff personal problems and other human resource management issues.
- Initiate and discuss recommendations on Human Resource issues with relevant managers.
- The position involves the completion of tasks and the involvement in solving problems, using defined procedures and guidelines or knowledge acquired through relevant Human Resource experience.
- Provide assistance and guidance in the absence of the other members of the Human Resource Unit

Specialist Skills and Knowledge

- Advanced knowledge of contemporary human resources management practices.
- Comprehensive knowledge of employment legislation, Fair Work principles and industrial relations frameworks.
- Demonstrated expertise in investigations, case management and dispute resolution.
- Strong understanding of organisational development and change management methodologies.
- Experience interpreting and applying enterprise agreements and industrial instruments.
- Knowledge of workforce planning, talent management and leadership development principles.
- Advanced analytical, reporting and problem-solving capability.

Management Skills

- Demonstrated efficient and effective time management skills
- Ability to support work units and liaise with all levels of management, both internal and external to the organisation.
- Ability to train and develop the skills of staff.
- Ability to implement personal policies and practices including awards, equal opportunity, position descriptions and employees development schemes.
- Ability to set priorities to achieve specific and set objectives within set frames and guidelines.
- Ability to meet deadlines within available resources and time available.
- Plan and prioritise work in advance
- Ability to produce agreed results despite conflicting pressures within strict time frames.

Interpersonal Skills

- Ability to discuss and resolve issues with all levels of staff across a number of departments.
- Ability to liaise with counterparts in other organisations.
- Oral communication skills of an order sufficient to communicate clearly and effectively with staff and clients to assist with enquiries and pass on information, instructions and knowledge
- High level written communication skills.



PART B

Classification Criteria

- Able to effectively prepare external correspondence and draft reports on matters relating to field of expertise without supervision.
- Ability to motivate staff and develop employees' skills and knowledge.

Qualifications and Experience

- Tertiary qualifications in Human Resources, Employee Relations, Industrial Relations, Business or another relevant discipline, or demonstrated equivalent knowledge, skills and experience gained through substantial professional practice.
- Significant experience in a senior human resources, employee relations, industrial relations or HR business partnering role.
- Demonstrated experience managing complex employee and industrial relations matters, investigations and workplace disputes.
- Experience providing strategic and operational advice to managers and senior leaders on a broad range of people management matters.
- Experience supporting organisational development, workforce planning, workforce capability or change management initiatives.
- Current Victorian Driver's Licence.

PART C

Standard Organisational Responsibilities

Customer Service

- Promote and enforce Council's policy of excellence in customer service;
- Provide appropriate customer services to our customers in a prompt and engaging manner via social media or web updates;
- Maintain the highest ethical standards and confidentiality in dealing with data, our customers and each other.

Occupational Health & Safety/Risk Management

- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts or omissions at the workplace;
- Co-operate with your employer with respect to any action taken by the employer to comply with any requirement imposed by or under the Health & Safety Acts, Regulations and Codes of Practice;
- Work within Occupational Health & Safety Acts, Regulations and Codes of Practice;
- Ensure Council's Risk Management Policy & Procedures are observed and complied with.
- Enforce Council's OH&S and Risk procedures with contractors and consultants.

Human Resources

- Identify training and development needs through Appraisal System for yourself and any staff you directly supervise, and participate in corporate training;
- Ensure adherence to Council Code of Conduct, Equal Employment Opportunity, Privacy procedures and other policies and programs;
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.

PART C

Standard Organisational Responsibilities

Information Management

- Ensure accurate and prompt registration of all customer requests within the request system, action and respond to assigned requests within a prescribed timeframe and according to Colac Otway Shire Performance Standards;
- Ensure effective use of relevant application software systems (appropriate level of training provided).
- Make and keep accurate and complete records of business activities, including email.
- Ensure the quality and accuracy of data used or enter into Content Manager.
- Understand records management obligations and responsibilities.
- Create records proactively, even those that would not otherwise be created from activities such as telephone conversations, verbal decisions, meetings, conferences etc.

Organisational Development & Business Improvement

- Promote Council Values and participate in ongoing business improvement initiatives to continuously improve Council's systems and processes.
- Actively contribute ideas and suggestions which promotes a culture of innovative thinking.
- Participate in the development and monitoring of Unit Business Plan objectives as appropriate.
- Participate in the Employee Alignment and Engagement Survey as requested.
- Comply with the Colac Otway Shire Customer Performance Standards.

Emergency Management / Business Continuity

- As part of the duties associated with this position, the incumbent may be requested to assist Colac Otway Shire Council in responding to a crisis situation, should one arise, affecting the operation of Council and/or the wellbeing of the community.
- This may involve temporarily working in a different work location within the Shire undertaking different tasks. Priorities of Council will shift during a crisis event, and as such, Officers may find themselves engaged in work activities that differ from the key responsibility areas that are outlined in their Position Descriptions.
- Staff will not be seconded into roles that are beyond their existing skill sets.

Child Safety

- Ensure a child safe environment and contribute to a culture of child safety by fulfilling the responsibilities and requirements of Council's Child Safe Policy and procedures.
- Promote the cultural safety, participation and empowerment of children including Aboriginal, culturally and/or linguistically diverse children, and children with a disability.
- Respond promptly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian in accordance with Council's Child Safe policy.

Key Selection Criteria

- Demonstrated expertise in industrial relations, employment legislation, enterprise agreements and Fair Work processes.
- Proven ability to manage complex employee relations matters, workplace investigations and dispute resolution processes.
- Highly developed stakeholder engagement, coaching and influencing skills, with the ability to build trusted relationships across all levels of an organisation.
- Demonstrated ability to provide pragmatic, risk-based advice on workforce and people management matters.
- Experience contributing to organisational development, workforce planning, culture, engagement or workforce capability initiatives.
- Strong analytical and problem-solving skills, including the ability to interpret workforce data and identify trends, risks and opportunities.
- Excellent written and verbal communication skills, including the preparation of reports, briefings, correspondence and formal employment-related documentation.
- Demonstrated ability to manage competing priorities and deliver outcomes in a complex and changing environment.

Employee and Employer Agreement

We agree that the above is an accurate reflection of the duties and responsibilities of the position.

Employee Name:	Employee Signature & Date:
Direct Supervisor Name:	Direct Supervisor Signature & Date: