



Position Description – People and Culture Business Partner

Role Title	People and Culture Business Partner
Team	People and Culture
Remuneration (if applicable)	Non-Award
Award and Grade (if applicable)	N/A
Reports to (Position)	Senior People and Culture Business Partner
Direct Reports (Position)	None
Date of Approval	

Purpose of Position

Wayside is all about people. Our humanity flourishes when we spend our energy serving others, energized by a mission of creating community with no 'us and them'. The Business Partner will understand that our mission though simple, is somewhat counter to the wider culture.

The Business Partner with units contributing to the engagement and growth of the Wayside Chapel in line with the 10- year strategy. Provide strategic and operational Human Resources Management and Industrial and Employment Relations advice to relevant Award, and ensures that Wayside policies are clearly articulated and implemented across Wayside Chapel and that all Leaders understand and are supported in their employees management responsibilities underpinned by the Wayside Chapels principles of Love over Hate and Creating Community with no "us and them".

Vision, Mission and Values

Vision: Love over hate.

Mission: Creating community with no 'us and them'.

Values: Openness (No secrets): We have a profoundly simple mission, which is to create a community, and our message and work are undiluted with other agendas.

Teamwork (No cowboys): Our goal of creating community is also our method. We work in a collaborative way to invite people out of singular, individual life into the risky and healing place of community.

Patience (No rush): We cannot make people change. If we could, we'd be guilty of manipulation of some kind. Instead, we are on the lookout for sparks of life, signs that people long for better, and we look to engage and help people move to better days and better health.

Courage (No complacency): It takes courage to confront people who've lost hope and invite them into the world of relationships with responsibility. Wayside is not an intensive care unit but an invitation into life and community.

Respect (No Judges): People have the right to make their own decisions. People have the right to make bad decisions. People who choose singular misery or even death deserve to have their rights respected. Wayside's mission is not to fix people but to love them and be with them, knowing that if they are really met, they'll really move toward health and life.

Behaviours:

Stand Back: Recognise that we are each necessary, significant but not central. The mission evaporates when we are central. Take a step back when our emotions are high and cool off. When central, the important thing is how we feel, and the most pressing need is to express our feeling. When necessary, significant but not central, in a time of difficulty, the most important thing is to ask, "what facts do I not have" and "who can I talk to for reliable clarity"

Speak Well: Identify and appreciate the strengths in colleagues. Recognise that everyone's strengths are also their weaknesses, if we look for weakness, we'll find it and if we look for strength, we'll find it. An atmosphere where colleagues are habitually talked up behind their backs will create an unbeatable team.

Embrace Errors: Accept when you have made a mistake, that an opportunity to learn is present. Learning is lost when we spend energy covering our arse or blaming others. Nothing is more liberating than the security it takes to admit that your performance did not cover you or the team in glory. Helping each other embrace moments of learning will build a team that can overcome anything.

Be Kind: We do an excellent job of being kind with our visitors, let's also be kind to each other. Kindness is implicit in our vision and our mission. Kindness is not a matter of feeling anything but a matter of acting and participating. You might feel uncomfortable, but kindness will give the benefit of the doubt or begin an uncomfortable but direct discussion.

Key Accountabilities & Responsibilities

Business Partnering

- Partner with managers to deliver high quality HR strategies and solutions to support the delivery of strategic, organisational and team objectives.
- Provide coaching and advice to leaders and employees to ensure the implementation and maintenance of effective workplace management practices in accordance with relevant legislation and policies.
- Provide responsive support and coaching to leaders on policy matters related to workforce management including recruitment, **establishment ???**, employee performance **and management**, teamwork, organisational structure, industrial matters, and resolution of grievances, disciplines, and complaints.
- Undertake investigations where appropriate and other related workforce management matters.

Learning and Development

- Manage the development and implementation of the Wayside Chapel annual training program including scoping, development and delivery of training modules that develop organisational capability
- Research and manage Wayside trainee program, working with RTO
- Facilitate training workshops to build capability, engagement and performance of managers and staff to achieve the business objectives of Wayside Chapel
- Ensure a robust evaluation framework and learning evaluations are well designed and learner feedback is used to improve quality of delivery and employee outcomes.
- In collaboration with the People and Culture team, develop and implement effective processes to capture individual professional development plan information for analysis to inform learning initiatives
- Development of meaningful analytical reports and regular reporting on training needs, attendance/uptake, and completion rates. Training records are accurate and current.
- Ensure information on internal non-accredited courses/resources is explained and promoted through SharePoint, Litmos, Employment Hero and other relevant communication methods so that it is readily understood and accessed by managers and staff.
- Manage relationships with external training providers, including eLearning, to ensure content and cost-effective service is provided, preferred arrangements established.

Leadership and Culture

- Proactively contribute to the creation of a positive, fun, and value-driven culture
- Contribute to the development, implementation and evaluation of strategic human resource plans and policies that support Wayside Chapels vision, values, and strategic priorities.

Industrial Relations and Relevant Legislation

- Comply with and keep abreast of any relevant legislation applicable to the performance of the duties of this position, and develop, communicate, implement, and review P&C policies and procedures that support the organisation and reflect current best practice.
- Work collaboratively with and provide advice to the payroll section and advice to employees in relation to application of award and agreement conditions.

People Metrics and Reporting

- Support the preparation of workforce reports as required and assist in analysing the data to develop action plans with leaders to address key issues
- Support coordination of culture and engagement surveys, and work as part of the team to develop and implement improvement strategies.
- Conduct exit interviews and establish areas **and processes** for potential improvement.
- Collect and analyse data for insights to improve performance and talent outcomes and to support the translation of organisational priorities into meaningful metrics and targets.

Maintain a safe working environment for our people and visitors

- Role model safe working and wellbeing practices

People related Risk Management

- Comply with all relevant legislation and all Wayside policies and procedures

Other

- Any other duties as directed by the Senior People and Culture Business Partner or equivalent role
- Undertake training as required and directed.
- Practice and promote appropriate self-care at an individual, team and organisation wide level.

Core Competenciess – key skills, work experience, qualifications

- Highly developed influencing, relationship building and customer service skills.
- Tertiary qualifications in human resources management or equivalent
- Demonstrated experience in human resource functions including:
 - Business partnering
 - Coaching and mentoring
 - Change management
 - Award Interpretation
 - Management of ER/IR issues
 - Interpretation and application of relevant legislation and regulations
 - Performance management
 - Remuneration, reward, and recognition
- High-level problem-solving skills with the ability to identify issues or problems and recommend strategies, ideas, and opportunities for resolving them.
- Experience in the development, review and application of human resource policies, programs, and practices.
- Demonstrated capacity to undertake human resource projects and implement related initiatives, including the ability to initiate and respond effectively to change.
- Experience in the use of and analytical interpretation of a human resource information systems.
- Ability to work in a team environment, often under tight time constraints, to achieve team and organisational goals

Key Relationships

Who	Why
Internal	
Senior People and Culture Business Partner and Head of People and Culture,	<ul style="list-style-type: none"> • Support and promote best practice and practical initiatives and delivery across partnering areas of Wayside • Escalate sensitive issues, receive guidance on proposals and recommended solution(s) • Keep informed, advise, and provide regular updates on service delivery and priorities • Participate in discussions and decisions and share information on collaboration with area
People and Culture Team	<ul style="list-style-type: none"> • Work collaboratively, share information and discuss contemporary human resources best practices, innovations, processes and policies • Guide support and coach to deliver robust business partnerships and optimum outcomes • Represent work group perspectives • Lead meetings, discussions and decisions regarding services delivery in a dynamic client focused partner model • Inspire collaborative and positive partnerships
Wayside Employees	<ul style="list-style-type: none"> • Provide guidance, advice, and support in delivering people focused HR services • Develop and maintain effective working relationships and open channels of communication • Manage the flow of information to facilitate, negotiate and influence positive outcomes and solutions • Facilitate interventions, escalate sensitive issues, and propose solutions that deliver quality HR services and outcomes • Support and coach on a range of options, methods, and implications, encourage collaboration, share information to support constructive and improved performance
Payroll and Finance	<ul style="list-style-type: none"> • Work collaboratively with and provide advice to payroll and Finance in relation to application of award and agreement conditions • Manage the flow of information of any changes to employment conditions • Review Termination Payments of units.
External	
Consultants RTO's Vendors	<ul style="list-style-type: none"> • Actively maintain specialist knowledge and collaborate on contemporary human

	<p>resources principles, practice, and policies</p> <ul style="list-style-type: none"> • Develop and maintain collaborative relationships and open channels of communication to share information
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Role dimensions

Decision making

The role acts independently in performing its core work functions and applies specialised knowledge, skills, and professional judgement to achieve outcomes. In matters that are sensitive, high risk or business critical, the role consults with the supervisor to agree on a suitable course of action.

Reporting line

Senior People and Culture, Business Partner

Direct reports

None

Budget/Expenditure

None

Note

This position description and associated information should not be considered as comprehensive in its description of responsibilities, criteria, or outcomes. It is indicative of the position. The incumbent can and will be asked to undertake duties within their competencies, skills and abilities and training that may not be mentioned in this document.

The incumbent of the role should be aware that their position within The Wayside Chapel is dynamic. The Wayside Chapel expects continuing development, change and improvement of processes, practices, knowledge, and skills.