

## Core Detail

<b>Title</b>	Senior Human Resources Business Advisor
<b>Objective</b>	Lead the human resources practices and procedures across TriCare.
<b>Role</b>	To maximise the performance of all employees towards the provision of quality services and accommodation.
<b>Competency</b>	Minimum 5 years' generalist human resources experience as a HR Advisor, or related position with the HR field.

## Position Parameters

<b>Employment</b>	Permanent part-time – 30hrs per week
<b>Reporting to</b>	General Manager - Services
<b>Direct Reports</b>	Nil
<b>Location</b>	Head Office, 250 Newham Road, Mt Gravatt, Qld. 4122

## Detailed Description of the Position

<b>Employee Matters</b>	<ul style="list-style-type: none"> <li>• Develop and maintain relationships across the organisation to support effective human resource management activities.</li> <li>• Provide operational and strategic advice and coaching to management on employee related matters including pre-employment functional capacity screens, performance management, disciplinary matters, terminations, grievances, conflict resolution, appeals, management of return to work, recruitment, orientation, probation and exit interviews.</li> <li>• Act as a mentor for new managers regarding TriCare's Human Resources practices.</li> <li>• Ensure compliance of Performance Management and Disciplinary processes within legislative requirements and coaching and mentoring of management to achieve that compliance.</li> <li>• Disseminate pertinent information on HR policy and procedures to employees.</li> <li>• Conduct Exit Interviews for Head Office and management personnel, as required.</li> </ul>
<b>Recruitment</b>	<ul style="list-style-type: none"> <li>• Involvement in recruitment and selection activities to achieve organisation goals including the development and maintenance of systems, processes and contemporary approaches to recruitment, and their application across the organisation.</li> <li>• Participate in the selection of applicants when necessary.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide advice regarding psychometric assessments and recruitment decision making.</li> </ul>
<b>Policies and Procedures</b>	<ul style="list-style-type: none"> <li>• Provide advice and/or training to management and employees on the effective use of Human Resources policies and procedures. Ensure a thorough knowledge and understanding of policies and procedures as they relate to Human Resources.</li> <li>• Research and/or write policies as directed by the Directors.</li> <li>• Remain up to date with current workplace employment practices.</li> <li>• Ensure managers have a thorough knowledge of process and policies relating to grievances and disciplinary matters.</li> <li>• Provide advice to management on termination processes.</li> <li>• Communicate changes on HR practices to all relevant management and employees.</li> </ul>
<b>Legislation</b>	<p>Ensure TriCare's employment policies and practices meet the requirements of:</p> <ul style="list-style-type: none"> <li>• Fair Work Act 2009</li> <li>• Equal Employment Opportunity</li> <li>• Equal Opportunity for Women in the Workplace</li> <li>• Anti-Discrimination</li> <li>• Sexual Harassment</li> <li>• Privacy Act</li> <li>• Work Health &amp; Safety Act</li> <li>• Workers Compensation</li> </ul>
<b>Administrative</b>	<ul style="list-style-type: none"> <li>• Review Head Office Employee Handbook on a regular basis.</li> <li>• Review documentation relating to performance management and discipline.</li> </ul>
<b>Industrial Relations</b>	<ul style="list-style-type: none"> <li>• Attend and provide advocacy in conferences and hearings in Fair Work.</li> </ul>
<b>Training</b>	<ul style="list-style-type: none"> <li>• Develop and deliver specialised and targeted Human Resources training across the organisation as needed and/or in response to requests from managers.</li> </ul>
<b>Reporting and Planning</b>	<ul style="list-style-type: none"> <li>• Complete government reports including the Workplace Gender Equality Agency Workplace report and ABS reporting.</li> <li>• Participate in HR divisional planning.</li> </ul>

## Skills and Knowledge

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- Highly developed verbal and written communication skills
- Experience in generalist Human Resource functions
- Experience in mentoring and coaching managers
- Industrial Relations experience desirable
- Awareness of principles and practice of quality management, best practice and enterprise bargaining
- Ability to work with minimal supervision
- Demonstrable customer service orientation
- Ability to guide, coach and develop HR knowledge in TriCare Managers
- Previous experience in negotiating positive organisational outcomes
- Intermediate level of knowledge of Microsoft Office Suite.

## Personal/Other Attributes

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- Customer service focus, characterised by discretion and confidentiality
- Flexible, adaptable, calm and resilient
- Results orientated
- Able to meet deadlines and work under pressure
- Highly developed interpersonal skills
- Team oriented, but with an appreciation of the worth of individual differences
- Mature outlook

## Experience

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- Minimum bachelor's degree in HR or associated field
- Minimum 5 years' experience as a HR Advisor, or related position with the HR field.

## Work Health and Safety

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The incumbent has the responsibility to comply with and meet all obligations contained in:

- (a) Work Health and Safety (WHS) legislation;
- (b) Related WHS responsibilities; and
- (c) TriCare's Risk Management (RM) standards.