Position Description

Position Title	Human Resources Business Partner (HRBP)
Directorate	Strategy and Corporate Services
Department/Business Unit	People, Safety and Culture
Team	Human Resources
Classification	Band 7
Date	November 2025
Reports to:	People and Change Lead
Supervises:	N/A
Internal Liaison:	People & Culture team. Directors, Managers, Supervisors and all employees
External Liaison:	HR Professionals / Consultants, Service providers, Information System vendors, other Local Govt officers, Employer Assoc's (VECCI), Union officials, legal advisors.

Position Objectives

Your primary purpose in this position is to:

- Build proactive collaborative business partnerships with key internal and external clients to support People Management and Change Management needs, including ensuring Employee Relations are positive, constructive, and conducted with respect and sensitivity.
- Provide strategic advice and guidance to line managers as well as specialist advice in the development and implementation of Change programs to increase organisational effectiveness.
- Contribute to the development and implementation of policies, programs and initiatives that support the information needs and achieve the organisational objectives of the business, including through online and corporate data systems.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position:

- Relevant Degree qualifications such as Human Resources or Organisational Development or related field along with significant subsequent relevant skills, knowledge, and experience in delivering Human Resources or Organisational Development services. If lesser formal qualifications, then extensive skills, knowledge, and experience in the delivery of Human Resources or Organisational Development services are required. Relevant skills, knowledge and experience should include:
  - Demonstrated knowledge of and the ability to interpret EBAs, Awards and other relevant legislation, combined with competence in the research, development and implementation of OD policies and strategies.
  - Detailed knowledge of HR Information systems and emerging technologies to ensure innovative approaches to HR Information management, integrating OD concepts into business and departmental needs.
  - Ability to develop a rapport, influencing thinking, analysing, and solving problems, to create positive outcomes, including providing leadership on all HR issues to motivate all levels of employees to achieve organisational objectives.
- Excellent interpersonal, dispute resolution, written, and verbal communication skills including demonstrated confidentiality, patience, and sensitivity to carefully manage and resolve all matters and issues and prepare clear and concise reports.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

☒ satisfactory (and ongoing) Police Check

☒ satisfactory (and ongoing) Working with Children Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Employee Relations	• Contribute to the development, implementation, and review of innovative Human Resource / Organisational Development (OD) processes, practices policies and programs that increase organisational effectiveness, employee performance and satisfaction. • Assist and support Managers, Coordinators, Team Leaders and Supervisors to effectively and efficiently address any staff related matters, minimising risks to the organisation, especially the resolution of grievances by assisting with investigations of matters. • Support employees to assist Council to meet HR initiatives within the organisation (eg. EEO and Family Violence Contact Officers, Staff Consultative Committee participants etc). • Interpret industrial Awards, Acts and Enterprise Agreements (EA) to staff and managers in a simple and straight forward manner. • Support and participate in the Staff Consultative Committee and EA negotiations (as appropriate and where required). • Represent Council as required at Fair Work Commission, Human Rights and Equal Opportunity Commission, Worksafe and other bodies whilst liaising with and maintaining effective working relationships with local union representatives and officials.
Consultancy	• Provide high level consulting service to managers, building trust and partnering with the business using open, constructive communication and effective listening techniques to maximise outcomes via people related strategies and programs. • Provide effective and timely ongoing advice, support, coaching, mentoring, and counselling to all employees on matters relating to all areas of organisation development. • Assist in the preparation and evaluation of position descriptions, in line with the Enterprise Agreement. • Partnering with Hiring Managers and the HR Support Officer to recruit staff best suited to vacancies. • Assisting Managers to develop and implement the most appropriate short and long term staffing strategies • Maintaining methods to communicate employment conditions and benefits to staff (brochures, posters and booklets).
Information Management	• Provide high level specialist advice in the ongoing development and maintenance of HRIS and other system applications. • Analyse business requirements to develop innovative online and corporate data systems to provide appropriate management information to monitor organisational performance.
Professional Development	• Pursue professional development opportunities to keep abreast of changing legislation, new trends, developments, and best practice in HR/OD management. • Actively participate in special interest groups and build relationships with networks, representing Council with project partners and stakeholders.
Organisational Development Projects	• Work collaboratively with Managers in the delivery of Organisational Development and Culture Change programs as well as with Coordinators to promote corporate programs, Organisational Development projects and goals.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.

Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	  o zero tolerance of racism and expectations that staff will act on incidents of racism
	  o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

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Working out of standard business hours

☒   Not required.

☐   This role may be subject to work related contact outside of normal business hours. (Refer to   Working out of hours under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – *ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor*		☐	☐	☒	☐
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☒	☐
Communicating with others – Verbally		☐	☐	☐	☒
Communicating with others - Written		☐	☐	☐	☒
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☐	☐	☒
Concentrating – *high levels of concentration required while completing required tasks*		☐	☐	☐	☒
Planning and sequencing tasks and activities		☐	☐	☒	☐
Decision making – *required to exercise sound decision making while completing all aspects of the position*		☐	☐	☒	☐
Problem solving – *requirement to develop sound solutions to novel or unusual problems arising during the course of the day*		☐	☐	☒	☐
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Short and long-term memory recall – *ready access to documented procedures or precedents to perform requirements of the position*		☐	☐	☒	☐
Emotional resilience – *exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control*		☐	☐	☒	☐
Interruptions – *frequency of interruptions to daily work plans and requirement to change work plans at short notice*		☐	☒	☐	☐

Physical Requirements

☐ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).] *Please contact the OHS Team or consult with the relevant subject matter expert in that area to determine. A tick is still required in the applicable box in each row in the below physical requirements table*

☐ This position requires a vision test

☐ This position requires a hearing test *(Required if Operations Centre outdoor worker or Home Maintenance Officer)*

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes = 50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – *stay in a seated position*		☐	☐	☐	☐
Standing – *standing in an upright position, moving less than 3 steps*		☐	☒	☐	☐
Walking – *In an upright position, moving more than 3 steps*		☐	☒	☐	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☒	☐	☐	☐
Kneeling – *To lower the body*		☒	☐	☐	☐
Bending – *To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds*		☒	☐	☐	☐
Reaching – *Extending arms out in any direction*		☒	☐	☐	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☒	☐	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☐	☐	☒	☐
Power/open hand grip – *Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended*		☒	☐	☐	☐
Writing/typing		☐	☐	☒	☐
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
Low level work – *Performing manual handling actions at or near ground level*		☒	☐	☐	☐
Manual Handling					
Lift/Carry/Hold – *Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders*		☐	☒	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☐	☒	☐	☐

Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☐	☒	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☒	☐	☐
5.1 – 10kg		☒	☐	☐	☐
10.1 – 15kg		☒	☐	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☒	☐	☐	☐
Lift waist to shoulder		☒	☐	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☒	☐	☐

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Under the direction and guidance of the Chief People Officer and People and Change Lead deliver Human Resources services and advice across the broader organisation. These should include but are not limited to:
  - o Provision of a comprehensive range of information, advice, and support across Council within legislative and corporate guidelines, internal procedures, and policies, agreed timeframes and service standards with the freedom to act subject to professional and regulatory review. The impact of decisions made, or advice given may have a substantial impact on individuals or teams.
  - o Independently managing a range of Human Resources projects to support the organisation with the freedom to act governed by Delegation of Authority, policies, objectives, and budgets with a regular reporting mechanism to ensure achievement of goals and objectives. In this regard the decisions and actions taken may have a significant effect on programs and/or projects being managed or on the public perception of the wider organisation.
  - o Where responsible for policy, procedure and/or operational guideline formulation, the work may be of investigative analytical or creative nature with the freedom to act generally prescribed by a more senior position. The quality of the work can have a significant effect on the policies, procedures and/or operational guidelines developed.

Judgement and Decision Making Skills

Judgement and decision making is within the following scope:

Independently
- The nature of the work is essentially problem solving in nature and involves application of specialised with methods, procedures and processes generally developed from theory or precedent. The problem solving process comes from the application of these established techniques to new situations.
- Provision of specialised advice to all levels of Council on Human Resources policies, procedures, and associated activities.
- Carrying out reporting tasks in accordance with established Council timetables and processes.

With Input from the People and Change Lead:
- Develop and implement ongoing improvements to work systems, procedures, and unit activities.
- Provision of specialised advice to Council's managers and officers on Human Resources related matters.

Recommends and Identifies to the People and Change Lead:
- Improvements to Human Resources systems, policies or procedures including through feedback from other departments.
- Where responsible for policy, decision making guideline or strategy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made to the People and Change Lead.

Guidance
- Works under broad direction from the Coordinator Organisational Development with all decisions made within legislative guidelines, however guidance is not always available within the organisation.

- Refers to the Chief People Officer critical issues or matters which require Executive approval.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of theoretical or scientific Human Resources disciplines in the search for solutions to new problems and opportunities including:
  - Streamlining procedures and activities, transitioning Human Resources functions to Strategic Service Partnerships, delivering exceptional service value within detailed budgetary structures.
  - Understanding the strategic business drivers of Council functions, partnering with Managers, Coordinators, and Supervisors to effectively shift them from a management to a leadership model, ensuring that policies and programs developed meet these new organisational & client needs,
  - Influencing others to accept advice or change proposals, communicating a clear picture of what and why each is needed.
- Staying abreast of legislative change and ensuring that Council not only complies with legislative requirements but sets a leadership example for other Councils in its innovative approaches.
- An understanding of the long term goals of the wider organisation, its values, and aspirations and of the legal and political context in which it operates.
- Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required where industrial requests must be balanced within the financial constraints of Council and/or benefits gained from EBA negotiations.

Management & Interpersonal skills

The essential position requirements include:

- Demonstrated skills in managing time, setting priorities, and planning and organising own work and where appropriate that of other employees in the People and Change team so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- An understanding and an ability to implement personnel policies and practices including Awards, Equal Opportunity and Occupational Health & Safety policies, Recruitment and Selection procedures and techniques, Position Descriptions and Employee Development schemes as well as contribute to the development and implementation of long term staffing strategies.
- Ability to gain cooperation and assistance from people at all levels of Council in the administration of broadly defined activities including motivating them to develop their understanding of and skills in Human Resources functions.
- Ability to liaise with counterparts in other organisations to discuss and resolve specialist problems and with others within Council organisation to resolve people related matters.
- Excellent interpersonal, dispute resolution, written, and verbal communication skills, including demonstrated confidentiality, patience, and sensitivity to carefully manage and resolve matters and issues and prepare clear and concise reports using reporting software.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix
Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

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	• Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered	• Actively participates in discussions and activities aimed at improving safety, health and wellbeing • Takes responsibility for the personal safety, health and wellbeing of self and immediate others • Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful
We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Engaged
We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Accountable
We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

Creative
We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Honest
We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.