

Position Description

Position Title:	People and Culture Business Partner
Department:	People, Culture and Wellbeing
Classification:	Grade 6 (AO6)
Agreement:	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021 - 2025
Reporting to:	Manager P&C Business Partnerships

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the Department/Unit

The People and Culture (P&C) team is part of the People and Patient Experience Directorate. P&C is responsible for providing strategic and operational services which support the employment and workforce needs of the Royal Women's Hospital. P&C supports the organisation to achieve its goals through the effective management of people in congruence with the Women's values. P&C is committed to forming strong partnerships with leaders, managers and employees, aligning practices to strategy, integrating with other functions to create value in the provision of strategic and operational workforce services.

Our aim is to provide systems and frameworks which support the management of our workforce and builds the capability and capacity of our people, which in turn supports the Women's in the achievement of the Women's strategic goals.

Our service is comprised of the following functional areas; Recruitment, Workforce Management and Planning, Performance Management, Employee Relations and Workplace Health and Safety.

The People Culture and Wellbeing goal is to attract, engage, develop and retain a high performing and accountable workforce. The team has responsibility for provision of advice, coaching, direction, and leadership in the following areas:

- Workforce Planning and Performance
- Recruitment, Selection and Contracting (including International Visas and Sponsorship)
- Performance Management
- Leadership Engagement
- Employee Relations
- Employee Engagement
- Workplace Health and Safety

Position Purpose

As a capable HR generalist, the P&C Business Partner is an integral role responsible for partnering with specific directorates in the organisation, with a focus on sustaining collaborative partnerships, provision of consistent and timely advice, and building manager capability. The role is the key point of contact for the provision of coaching, direction and leadership on day-to-day P&C matters including operational and strategic advice that considers policy requirements, enterprise agreement provisions, current need, future state, risk mitigation and the people experience. In addition, the role actively contributes to workforce management & planning, performance management, employee relations, change management and strategic recruitment. The role also contributes to the delivery of strategic P&C initiatives and projects.

The role is responsible for developing and maintaining divisional stakeholder relationships and ensuring service and practice is consistently delivered to a high standard to ensure optimal outcomes and people experiences. The P&C Business Partner is expected to be an active participating member of the People, Culture and Wellbeing team through contribution to discussions, tabling ideas and committing to action in the spirit of ensuring continuous improvement.

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Key Responsibilities

Operational

- Actively partner with managers and directors in the assigned division(s) to build manager capability and deliver on current and future workforce objectives through the timely delivery of P&C services across the employee lifecycle, including, but not limited to:
 - Provide advice regarding workforce management and planning, including contributing to development of effective strategies to address workforce gaps / needs.
 - Recommend tailored options to achieve sound business and people outcomes regarding planning and implementation of change, performance management and conflict management, and for the latter, strive for solutions that mitigate the likelihood of further conflict/grievances.
 - Undertake benchmarking, research, environmental scans, data collection, data collation and analytics to help solve business / people challenges and/or bring about required change. Document findings (e.g. email, write a paper, put together a presentation), provide solution options and advocate for the recommended solution.
 - Apply a continuous improvement mindset in the course of partnering by identifying improvement opportunities and contributing to ensure these are realised – both within the P&C space and across the assigned division(s) etc.
 - Interpret Enterprise Agreement provisions, draw upon relevant industrial instruments, legislation, policies and procedures to respond to and help work through manager and employee enquiries.
 - Ensure adherence to legislative requirements, and the Women's policies, procedures, guidelines, and any relevant professional practice frameworks in the course of partnering activities.
 - Monitor and review divisional performance and compliance (e.g. Professional Registrations, Mandatory Competencies and Workforce Performance KPIs) to support optimal performance, identify underperformance / non-compliance. Partner with managers and directors to achieve the necessary improvement.
 - Function as a key partner and coach to managers and directors as required and in a proactive way. E.g. raising observations and recommended solutions, offering support to deliver outcomes, encouraging leaders to address challenges as they arise and supporting leaders to strengthen systems by implementing incremental change.
 - Actively participate in embedding a positive workplace culture through the day-to-day partnering work and by supporting wellbeing initiatives.
 - Work with the Return to Work Coordinator in the management of employees with work and non-work related illnesses and injuries within the respective division.
 - Contribute to the development, implementation, and evaluation of specific workforce project initiatives including the preparation of project plans, communication strategies, updates and reports as required.
 - Provide support and/or cover to other areas of People and Culture as required during times of high demand and leave.
- Assist in the review of P&C policies and procedures to ensure they are accurate, industrially compliant and appropriately aligned with the Strategic Plan.

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Stakeholder Relationships

- Develop and maintain effective working relationships with managers, senior leaders and executives.
- Partner with corporate service partners (e.g. Payroll and Finance) to ensure provision of seamless and holistic support as required.
- Develop and maintain effective working relationships with external bodies including government agencies, employer associations, unions and staff associations.
- Work with key stakeholders to strategically communicate and promote new P&C programs of work, projects and change initiatives and seek stakeholder feedback on services delivered.
- Work collaboratively with the wider People, Culture and Wellbeing and People and Patient Experience team as required to ensure achievement of common goals, consistency of processes and shared learning in all parts of the employment lifecycle.

Other Responsibilities

- Contribute to capability growth and development of the People and Culture team via active participation in team meetings, focus groups and projects as well as providing on the job informal mentoring and support to developing members of the team.
- Observe safe working practices and as far as is practicable, protect your own and others' health and safety in the workplace, including when working at another site or when working remotely.
- Participate in accreditation and quality programs of work as required.

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

- Tertiary qualifications in at least one of the following disciplines: HR Management, Psychology, Organisational Development, Business or a related and relevant discipline.
- Strong experience delivering contemporary solutions-focused strategic HRM initiatives, change or projects, preferably in a healthcare environment.
- Demonstrated ability as an internal consultant and partner in the provision of strategic and tactical day-to-day HRM advice, along with provision of support, coaching and leadership on complex business and people matters, that meet the needs and expectations of stakeholders.
- Solid experience influencing culture through provision of advice and coaching, including the formulation and delivery of culture-shift strategies to strengthen required positive behaviors of individuals and teams.
- Strong ER experience, particularly in building performance, coaching leaders, case managing underperformance and disciplinary matters, resolving disputes / issue resolution, running conduct investigations and closing out matters.
- Strong knowledge of current industrial relations and employment law including sound knowledge of health sector enterprise agreements and industrial instruments.
- Experience in an environment of high-volume queries, navigating and resolving complex people matters and supporting multiple stakeholders.

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- Strong track record of demonstrating initiative and flexibility and making value add contributions to the HR consulting practice.
- High level of digital literacy with a range of applications (e.g. MS Office, Outlook) including experience with HRIS, Payroll and recruitment applications, learning management systems and case management tracking.

Competencies/Skills

- Highly developed interpersonal skills, including the ability to establish constructive working relationships as well as listen to, coach, negotiate with and influence a broad range of stakeholders, including employees, unions, managers and directors.
- Ability to partner with managers and supervisors to build organisational capacity, manage team and individual performance and strengthen people management skills and capability.
- Excellent verbal and written communication skills, including the ability to critically review employment contracts, craft ER-related correspondence for various audiences, research and draft new policies and procedures, critically review existing policies and procedures and craft business case papers.
- Excellent time management and prioritisation skills.
- Ability to undertake environmental scans, benchmarking and research to inform initiatives.
- Sound knowledge and of understanding of The Fair Work Act, other employment legislation, enterprise agreements and employment contracts and the ability to identify matters requiring urgent focus and / or escalation.
- Ability to independently interpret and apply the terms, provisions and requirements set out in enterprise agreements, policies, procedures, guidelines and other industrial instruments.
- Sound problem solving skills, including the ability to analyse a range of options, evaluate the options and make recommendations on the optimal course of action.

Attributes

- Embodies the Women's values of courage, passion, discovery and respect
- Customer service and customer experience orientation
- Excellent communication skills, including written, verbal and presentation skills
- Team player who is comfortable with involvement from multiple stakeholders
- Strong attention to detail
- Self-directed and enquiring
- Demonstrates responsiveness
- Actively manages own learning and seeks out learning opportunities
- Takes initiative and proactively seeks solutions and improvements
- Ability to manage difficult employee matters with sound emotional intelligence and appropriate sensitivity
- Ability to handle complex and competing tasks and negotiate effectively
- Ability to manage and meet stakeholder expectations in an environment that can be subject to high pressure periods
- Ability to adapt to organisational and environmental change

Organisational relationships

Internal relationships

- People and Culture team members
- People and Patient Experience team members

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- Finance and Payroll Services team members
- Divisional Executive, Directors, Managers and Employees

External relationships

- Other public health providers and organisations
- Victorian Hospitals Industrial Association
- Unions

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not applicable
Sitting – remaining in a seated position to complete tasks	Frequent
Standing – remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Not applicable
Squatting/crouching – adopting these postures to complete tasks	Not applicable
Leg/foot movement to operate equipment	Not applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Not applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not applicable
– heavy push / pull forces over 20 kg	Not applicable
Reaching – arm fully extended forward or raised above shoulder	Rare
Head/neck postures – holding head in a position other than neutral (facing forward)	Not applicable
Sequential repetitive actions in short period of time	Frequency
– Repetitive flexion and extension of hands wrists and arms	Prolonged
– Gripping, holding, twisting, clasping with fingers/hands	Prolonged
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged
Hearing – use of hearing is an integral part of work performance	Prolonged
Touch – use of touch is integral to most tasks completed each shift	Prolonged
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Frequent
Problem solving issues associated with clinical and non-clinical care	Frequent
Working with distressed people and families	Prolonged
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: August 2025

Developed by: Manager P&C Business Partnerships

Date of next review: August 2026

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