

Role Description

Business Partner People and Culture

Agency	State Library of NSW
Division/Branch/Unit	Operations Division, People and Culture
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	Updated May 2022
Agency Website	www.sl.nsw.gov.au

Agency overview

The State Library of New South Wales is one of Australia's oldest and most important public institutions. Collecting actively since 1826, the Library preserves and presents the social, cultural and scientific history of our State and our Nation for the benefit of all. Its rich collections, both physical and digital, alongside partnerships with the public library network across NSW and other vibrant collaborations enable Australians to examine their past and imagine their future. In short, the Library occupies a unique position at the very heart of our civil society.

The Operations Division provides strategic leadership, advice and solutions that deliver the highest quality service across the Library. The Division is responsible for a range of services that drive and measure overall organisational improvement. Key functional areas include Finance, People and Culture, Security, Facilities and Strategy and Government Relations. The Division also manages the Library's visitor services activities and the work of the State Library Foundation.

Primary purpose of the role

Provide strategic and operational Human Resource (HR) advice, initiatives and support to the business to ensure business objectives and organisational needs are met.

Key accountabilities

- Operate as a partner to people leaders to identify and deliver human resources initiatives based on HR specific metrics and evidence-based workforce information.
- Build and manage effective client relationships by working with people leaders in identifying areas for improvement in their workforces to support and coach them in managing performance, employee relations, workforce planning and development of team capability
- Develop project plans, communication strategies, systems, tools and review processes to identify and address issues and to embed successful program and strategy delivery and implementation.
- Work collaboratively to implement employee engagement and retention programs, encompassing effective culture and communication strategies, leadership and team development
- Provide responsive and specialised HR advice, support and coaching of people leaders and staff and contribute to people management processes and strategies ensuring compliance with relevant policies and legislative requirements

- Contribute to and undertake job analysis and design, organisation reviews, change management programs and performance management.
- Review, develop and implement policies and procedures to support the delivery of HR initiatives.

Key challenges

- Influencing and persuading managers, staff and stakeholders to ensure ‘buy in’ on programs, services and organisational objectives in an ever-changing environment and with tight resources.
- Developing and implementing contemporary and innovative workforce and case management solutions that are agile and that meet strategic objectives and organisational needs.
- Providing contemporary best practice strategic advice to people leaders to meet workforce capability requirements whilst working within the government sector with legislative, policy and compliance frameworks.

Key relationships

Who	Why
Internal	
Senior Advisor People and Culture	<ul style="list-style-type: none"> • Receive overall direction on work, work collaboratively, seek guidance and advice, consult with and provide timely and reliable feedback.
Head of People and Culture	<ul style="list-style-type: none"> • Provide evidence-based advice and seek guidance to facilitate the delivery of organisational programs and services and the implementation of policy and strategy.
People and Culture Branch	<ul style="list-style-type: none"> • Work as a conduit across teams to share timely and reliable information and provide advice. • Work as one team in the delivery of joint and related projects; work in a cooperative, cross-functional, team-based approach to achieve the goals of the branch.
Internal clients	<ul style="list-style-type: none"> • Provide advice on operational and strategic human resource matters including capability development, employee performance issues, industrial relations and workforce planning. • Foster strong collaborative partnerships to be able to implement organisational development services and programs.
All Library staff	<ul style="list-style-type: none"> • Provide advice and services and share information to support the successful deployment of HR Services.
External	
External suppliers and consultants	<ul style="list-style-type: none"> • Maintain cooperative working relationships, to be able to engage, negotiate and oversee contracts and services, resolve issues, develop programs and ensure quality of delivery.
Networks / Industry communities	<ul style="list-style-type: none"> • Actively identify and participate in forums to maintain contemporary knowledge of HR practices and the delivery of programs and services.
Public Service Commission and other government agencies	<ul style="list-style-type: none"> • Exchange and manage the provision of information required to implement sector wide initiatives and changes to legislation and working conditions, resolve issues and leverage current practices.

Role dimensions

Decision making

This role requires considerable independent judgement and the ability to make informed decisions. These judgements must be made considering organisational priorities, policy and legislative requirements, evidence-based research, contemporary industry practices and advice from the Senior Advisor People and Culture and Head of People and Culture.

Reporting line

The role reports to the Senior Advisor People and Culture.

Essential requirements

Tertiary qualifications in a relevant discipline such as Human Resources, Business and/or equivalent experience.

Knowledge and Experience

Significant knowledge and understanding of legislation, policy and guidelines relevant to human resource management combined with knowledge of contemporary human resource trends and practices.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework


Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Occupation / profession specific capabilities

Capability Set	Capability	Level
 Human Resources	Workforce Relations – Develop and deliver effective workplace practices aligned with organisational objectives and regulatory and legislative requirements.	Level 2
	Employee Services – Deliver customer focused services to optimise the employment life-cycle experience at an individual and organisational level.	Level 2

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments Show sensitivity and understanding in resolving conflicts and differences Manage challenging relations with internal and external stakeholders Pre-empt and minimise conflict
Results Deliver Results	Intermediate	<ul style="list-style-type: none"> Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/unit work Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals Seek and apply specialist advice when required
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Business Enablers Project Management	Intermediate	<ul style="list-style-type: none">• Identify and share business process improvements to enhance effectiveness• Perform basic research and analysis which others will use to inform project directions• Understand project goals, steps to be undertaken and expected outcomes• Prepare accurate documentation to support cost or resource estimates• Participate and contribute to reviews of progress, outcomes and future improvements• Identify and escalate any possible variance from project plans