

Role Description

Advisor, HR



Customer
Service

Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Office of the Secretary/People and Culture
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	223111
PCAT Code	1224349
Date of Approval	May 2020

Primary purpose of the role

Deliver customer focused and consistent HR consulting services and advice on a range of operational human resource management activities to support a high performing and accountable workforce that delivers on strategic plans.

Key accountabilities

- Identify and advise on people related issues, exercising sound judgement, empathy and discretion, when dealing with sensitive human resource management cases to deliver positive and productive workforce solutions
- Interpret and provide timely and accurate advice to managers and employees on relevant legislation, awards, policies and conditions of employment to ensure effective and consistent application across the business
- Coach and advise business stakeholders on a range of HR solutions to support business strategies, plans and priorities and maintain fit for purpose services to meet customer requirements
- Identify opportunities for improvement in HR service delivery, including assessing and updating HR methods, procedures and processes, to deliver consistent quality outcomes that reflect innovative and best practice HR service standards
- Undertake research and analysis and prepare documentation and reports on workforce information and trends, and make recommendations to inform workforce planning
- Build and maintain strong relationships with customers and key stakeholders through consultation and collaboration to provide responsive advice and service to support business outcomes and facilitate a positive customer experience
- Coordinate and implement a range of projects applying sound project management principles and support the project lead/s in the delivery of organisational and/or business projects

Key challenges

- Managing and prioritising conflicting priorities for HR requirements of diverse business stakeholders while meeting critical time deadlines in a complex and dynamic organisation and business environment

- Developing and maintaining current professional knowledge to implement, review and adapt operational HR policies and practices while delivering consistent quality HR service and support to customers in a dynamic public sector environment

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Escalate sensitive issues in development and delivery of strategies, initiatives, policies and programs • Receive guidance on improvement proposals and 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 business and work teams/units
Work Team	<ul style="list-style-type: none"> • Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in meetings to share information and provide input on issues
Business/HR Teams	<ul style="list-style-type: none"> • Work collaboratively, share information and discuss contemporary human resources best practices, innovations, processes and policies • Support collaborative, robust and positive business partnerships and optimum outcomes • Represent group/stakeholder/team perspectives • Lead meetings, discussions and decisions regarding services delivery in a dynamic client focused partner model
Customers	<ul style="list-style-type: none"> • Provide support and assistance in delivering customer focused HR services • Develop and maintain effective working relationships and open channels of communication • Manage the flow of information to facilitate positive outcomes and solutions • Support and coach on a range of options, methods and implications, encourage collaboration, share information to support constructive and improved performance
External	
Industry Professionals/Consultants/Other Government Agencies	<ul style="list-style-type: none"> • Actively seek/maintain specialist knowledge/advice and collaborate on contemporary human resources principles, practice and policies • Participate in discussions, develop and maintain collaborative relationships and open channels of communication to share information and support HR innovation and best practice across government sector • Participate in forums, groups to represent the agency and role of HR in business partnership service delivery

Who	Why
	<ul style="list-style-type: none"> Seek/maintain government administration protocol knowledge/advice to service delivery

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager, HR

Direct reports

Nil

Budget/Expenditure

As per the Customer Service Delegations

Key knowledge and experience

Experience in delivery of integrated advice and services across a full range of HR programs

Essential requirements

Relevant qualifications and/or demonstrated relevant industry experience

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.


The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> Keep up to date with relevant contemporary knowledge and practices Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance Seek and respond positively to constructive feedback and guidance Demonstrate and maintain a high level of personal motivation 	Adept
	 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect <ul style="list-style-type: none"> Tailor communication to diverse audiences Clearly explain complex concepts and arguments to individuals and groups Create opportunities for others to be heard, listen attentively and encourage them to express their views Share information across teams and units to enable informed decision making Write fluently in plain English and in a range of styles and formats Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> Take responsibility for delivering high-quality customer-focused services Design processes and policies based on the customer's point of view and needs Understand and measure what is important to customers Use data and information to monitor and improve customer service delivery Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers Maintain relationships with key customers in area of expertise Connect and collaborate with relevant customers within the community 	Adept
	Work Collaboratively Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> Build a supportive and cooperative team environment Share information and learning across teams Acknowledge outcomes that were achieved by effective collaboration 	Intermediate

		<ul style="list-style-type: none"> Engage other teams and units to share information and jointly solve issues and problems Support others in challenging situations Use collaboration tools, including digital technologies, to work with others 	
 <p>Results</p>	<p>Deliver Results</p> <p>Achieve results through the efficient use of resources and a commitment to quality outcomes</p>	<ul style="list-style-type: none"> Seek and apply specialist advice when required Complete work tasks within set budgets, timeframes and standards Take the initiative to progress and deliver own work and that of the team or unit Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible Proactively change or adjust plans when needed 	Intermediate
 <p>Business Enablers</p>	<p>Project Management</p> <p>Understand and apply effective project planning, coordination and control methods</p>	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects 	Adept

Occupation specific capability set

 <p>Human Resources</p>	<p>Workforce Strategy</p> <p>Contribute to defining business objectives, create evidence-based workforce strategies to achieve outcomes and guide the organisation through the required change</p>	<ul style="list-style-type: none"> Develop and maintain an understanding of business goals and context through ongoing liaison with employees and managers, ensuring all advice given takes account of that context. Support managers to define business goals and identify best fit workforce strategies to enable their delivery. Support managers to identify capabilities required in the short and long term to deliver business outcomes, informed by analysis of the growing diversity of customer and stakeholder needs. 	Level 2
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	<ul style="list-style-type: none"> • Support communications to explain how capability-based workforce strategies can be used as a major input to achieving business goals and outcomes while also supporting rewarding careers for employees. • Develop managers and employees in understanding changes in business strategies and translating these to their day-to-day responsibilities and roles in the context of the organisation. • Develop managers in identifying the impact of change on key stakeholders in order to fully realise the benefits of change decisions. 	
Employee Services Deliver customer focused human resources services to optimise the employment life-cycle experience at an individual and organisational level	<ul style="list-style-type: none"> • Deliver required workforce management services to employees and managers in line with service-level agreement for the division or organisation, ensuring compliance with legislative and regulatory requirements. • Advise managers and employees on more complex employment issues, escalating matters as required. • Provide specialist support to managers and employees during the implementation of new or changed employee service offerings. • Use tools to analyse processes in order to identify opportunities to improve response times, increase quality and reduce costs. • Evaluate internal feedback to inform and facilitate high quality, responsive employee services. • Conduct analysis to determine the impacts of legislative or policy changes and implement required changes in order to maintain compliance. • Evaluate service levels and provide timely ad-hoc and regular feedback to third party suppliers. 	Level 2

Complementary capabilities


Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational

Occupation specific capability set

 Human Resources	Talent Management	Develop approaches to proactively manage the supply of diverse leaders, talent and capabilities across the organisation	Level 1
	Organisational culture	Identify, assess and encourage workplace values and behaviours to foster an engaged, inclusive and high performing workforce	Level 1