

Role Description

Human Resources Consultant

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|----------------------------------|--|
| Cluster | Stronger Communities |
| Agency | Legal Aid NSW |
| Division/Branch/Unit | Human Resources (HR Business Partners) |
| Classification/Band/Grade | Clerk Grade 7/8 |
| ANZSCO Code | 223111 |
| PCAT Code | 124992 |
| Date of Approval | 25 January 2019 (reviewed 21 May 2021) |
| Agency Website | www.legalaid.nsw.gov.au |

Agency overview

Legal Aid NSW is the largest legal aid agency in Australia, comprising a Central Sydney office and 28 regional offices in metropolitan and regional centres across NSW including two satellite offices located at Walgett and Bourke, and a number of specialist services and advice clinics. It was established under the Legal Aid Commission Act 1979 as an independent authority to assist economically and socially disadvantaged people to understand and protect their rights in the legal system. People with disabilities, from people from culturally and linguistically diverse backgrounds, women and children, Indigenous people and people with mental illness are some of the groups who may experience difficulties when enforcing and defending their rights.

Working in partnership with private lawyers, Legal Aid NSW provides legal advice, information and minor assistance and legal representation to eligible people in many areas of law. Legal Aid NSW also provides alternative dispute resolution services, community legal education programs, and publications on legal issues.

Primary purpose of the role

Timely and accurate provision of a broad range of operational HR related advice and support to managers and staff across Legal Aid NSW. Contributing to implementation of the HR related projects and initiatives

Key accountabilities

- Provide day to day operational advice on policy matters related to establishment, staff performance, organisational structure and other HR related matters.
- Support HR Business Partners in implementation of workforce policies, procedures and systems to support Legal Aid NSW vision, values and business priorities.
- Contribute to the development and implementation of the diverse range of workforce strategies. including workforce planning, performance management, leadership management, succession planning and workplace complaints process.
- Assist with managing the employee cycle, identify and present improvements with a focus on employee experience, simplification and efficiency.
- Respond as the first point of contact relating to all HR enquiries, providing advice on a broad range of HR policies and procedures.

- Develop and promote feedback mechanisms for employees and managers to influence the continuous improvement of HR services and process.

Key challenges

- Maintaining an up to date knowledge of relevant HR legislation and policy that pertains to Legal Aid NSW.
- Maintaining open, effective and proactive communication with managers and staff in order to provide quality and timely HR advice.
- Effectively manage competing priorities and demands of the role with the least impact on service delivery.

Key relationships

| Who | Why |
|----------------------|---|
| Internal | |
| HR Business Partners | <ul style="list-style-type: none"> • Guidance and Direction |
| Other HR teams | <ul style="list-style-type: none"> • Seek advice and provide information from the business |
| Managers and Staff | <ul style="list-style-type: none"> • Provide broad range of operational HR advice |

Role dimensions

Decision making

Working with a high level of autonomy. Contributes to the delivery of the timely and accurate HR services, projects and initiatives. Escalates issues and contributes to decision making with the HR Business Partners.

Reporting line

HR Business Partners

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

Relevant tertiary qualifications and/or equivalent experience in Human Resources.

Fully vaccinated against COVID-19 prior to commencement





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

This role also utilises an [occupation specific capability set](#).

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 | Adept |
| | Act with Integrity | Intermediate |
| | Manage Self | Intermediate |
| | Value Diversity | Intermediate |
|  Relationships | Communicate Effectively | Adept |
| | Commit to Customer Service | Adept |
| | Work Collaboratively | Intermediate |
| | Influence and Negotiate | Intermediate |
|  Results | Deliver Results | Intermediate |
| | Plan and Prioritise | Adept |
| | Think and Solve Problems | Adept |
| | Demonstrate Accountability | Intermediate |
|  Business Enablers | Finance | Foundational |
| | Technology | Intermediate |
| | Procurement and Contract Management | Foundational |
| | Project Management | Adept |

| Human Resources Professionals Capability Set | | |
|--|----------------------------|----------------|
| Capability Group | Capability Name | Level |
|  Human Resources | Workforce Strategy | not applicable |
| | Organisational Design | Level 1 |
| | Talent Management | not applicable |
| | Organisational Culture | not applicable |
| | Workforce Relations | Level 1 |
| | Workforce Insights | not applicable |
| | Employee Services | Level 1 |

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 Display Resilience and Courage | Adept | <ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations |
| 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 Commit to Customer Service | Adept | <ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community |
| Results Plan and Prioritise | Adept | <ul style="list-style-type: none"> • Take into account future aims and goals of the team/unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team/unit goals, strategies and plans • Anticipate and assess the impact of changes, such as government policy/economic conditions, on team/unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate achievements and adjust future plans accordingly |
| 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 |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|-------|---|
| | | <ul style="list-style-type: none"> • 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 • Identify and share business process improvements to enhance effectiveness |
| Business Enablers Project Management | Adept | <ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others • Monitor the completion of project milestones against goals and initiate amendments where necessary • Evaluate progress and identify improvements to inform future projects |

Human Resources Professionals Capability Set

| Group and Capability | Level | Behavioural Indicators |
|--|---------|---|
| Human Resources Professionals Capability Set Workforce Relations | Level 1 | <ul style="list-style-type: none"> • Understand legislation, industrial awards, agreements and instruments, and their application • Provide information to managers and employees about employee health, safety and well-being practices and other workplace environment matters • Provide basic assistance and information to managers and employees on the content of employment legislation, industrial awards and agreements • Assist in the development of communications about workforce relations strategy, policies, practices and procedures • Assist in managing employee relations documentation and updating contractual/legal documents, policies and handbooks • Provide basic assistance to the organisation in workforce relations consultation and negotiation processes |
| Human Resources Professionals Capability Set Employee Services | Level 1 | <ul style="list-style-type: none"> • Respond to basic employment queries and provide relevant information, explanation and advice to employees • Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary |

Human Resources Professionals Capability Set

| Group and Capability | Level | Behavioural Indicators |
|----------------------|-------|--|
| | | <ul style="list-style-type: none">• Assist in the delivery of basic workforce management services (e.g. induction/orientation, payroll) in line with service-level agreements for the division or organisation• Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience• Implement systems and processes to measure the efficiency of third party suppliers• Maintain service excellence and support during times of change• Comply with organisational procedures and legislative/regulatory requirements |