Role Description
Human Resources Business Partner

Agency	Independent Pricing and Regulatory Tribunal
Location	Sydney
Classification/Grade/Band	IPART Officer F
Kind of Employment	Ongoing
ANZSCO Code	223111
PCAT Code	1224992
Date of Approval	May 2020
Agency Website	www.ipart.nsw.gov.au

Agency overview

We are the independent regulator for the water, public transport, local government, electricity and gas industries and the Energy Savings Scheme in NSW. We also undertake reviews and investigations into a wide range of economic and policy issues and perform a number of other roles at the NSW Government's request.

IPARTs purpose statement is "We make the people of NSW better off through independent decisions and advice "

Primary purpose of the role

The Human Resources Business Partner (HRBP) partners with the business by providing expert strategic advice, technical human resource advice to support the business to effectively lead and manage their people, achieve change and business outcomes. The HRBP in conjunction with IPART leaders drives a positive workplace culture.

Key accountabilities

- Operate as a strategic partner as part of the Corporate Services team to deliver technical and strategic human resource advice across a range of areas such as workforce planning, performance management, issue resolution, human resource programs and policy.
- Build and maintain collaborative stakeholder relationships that ensure cooperation and commitment to achieve effective people strategies and programs to support IPART's vision, values and business priorities.
- Contribute and promote IPART's employer brand through strategic talent acquisition, employee onboarding and retention strategies.
- Partner with IPART stakeholders to provide end to end advice and support for change management initiatives utilising the change management methodologies to support continual improvement for IPART.
- Manage the conduct and resolution of investigations into grievances, disciplinary issues and complaints by employees to ensure the organisation meets legislative and policy requirements

- Coach, influence and empower people managers to develop and implement a diverse range of IPART workforce strategies including recruitment, performance management, learning and development, , injury management, remuneration , industrial relations , attraction and retention
- Evaluate the effectiveness of programs and strategies, identify risks and make appropriate modifications to increase the effectiveness of current and future human resource initiatives
- Develop and present monthly reports on a range of HR data, information, trends and risks and develop action plans with Human Resources Manager and people managers to address key issues arising from these reports and to ensure organisational compliance with legislative and policy requirements
- Provide advice to people managers and employees on matters relating to employment conditions, award and policy interpretation to ensure appropriate application to workplace issues.
- Champion IPART's performance management framework for effective delivery of outcomes to achieve IPART's mission statement.
- Support the business to effectively manage transformational change Participate in the development, implementation and review of human resources "best practice" polices, initiatives, processes and procedures in line with business requirements and the delivery of IPART strategy.
- Monitor changes in legislation and government policy and proactively provide information and advice to management on appropriate applications and impact on organizational policy and procedures

Key challenges

- Maintaining a detailed knowledge of relevant HR legislation and policy that pertains to IPART to ensure the effective and appropriate application of HR programs and advice
- Maintaining open, effective and proactive communication with managers and employees to build collaborative relationships and effectively embed HR strategies, projects and objectives
- Exercising sound judgment, empathy and discretion when dealing with sensitive and complex HR matters to support a harmonious business environment

Key relationships

Who	Why
Internal	
People managers	• Provide expert advice on current workforce management practice in the public sector. Provide support in managing workforce, coach and assist in employment issues
IPART stakeholders	• Provide accurate and timely strategic and technical advice regarding human resource initiatives, practice and decisions to achieve people management , change and business outcomes • Facilitate adoption of best practices human resources strategies and programs at IPART • Provide advice to resolve issues and provide solutions to problems • Maintain effective working relationships to ensure collaboration and communication to facilitate achieving the team's objectives
Human Resources Manager	• Guidance and direction
External	•
NSW Government Agencies	• Network with other NSW Government Agencies for best practice and knowledge sharing

Who	Why
Public Sector Industrial Relations	• Seek guidance and advice on public sector industrial relations issues
External Consultants	• Seek expert input where that expertise is not available within IPART
Gov Connect	• Liaise with third party payroll provider for delivery of payroll services
	•

Role dimensions

Decision making

The role independently manages day to day workload within agreed work and project plans, takes active ownership of own work and collaborates with others in the Corporate Services team and across IPART to ensure delivery of outcomes within required timeframes and to high standard. The role is fully accountable for the quality and integrity of HR advice and support provided and ensures compliance with relevant organizational, government and legislative requirements.

The role will have the ability to exercise discretion in determining the approach to work undertaken and is responsible for the interpretation and recommendations made.

The role refers decisions to the Human Resources Manager requiring or resulting in significant change to outcomes or timeframes; those with the potential to escalate or create precedent; matters requiring a higher administrative or financial delegation or submission to a higher level of management.

Reporting line

Human Resources Manager

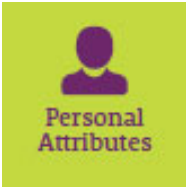### Direct reports

Nil

Essential requirements

Tertiary qualifications in Human Resources or equivalent and/or equivalent demonstrated experience in the provision of human resource services.

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**	**Adept**
	Act with Integrity	**Adept**
	Manage Self	**Advanced**
	Value Diversity	Intermediate

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	**Adept**
Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	**Adept**
	Demonstrate Accountability	**Intermediate**
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	**Adept**

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level**
Human Resources	**Workforce Strategy**	
	Collaborate with managers and leaders to analyse workforce and business data to understand the workforce factors contributing to business opportunities and the potential solutions.	**3**
	Talent management	
	Advise and support managers to enhance their skills and confidence in having clear, candid and regular performance conversations and providing employees with effective development opportunities.	1
	Organisation Culture	
	Advise managers on how to assess their workforce management practices and their team's culture and level of engagement against desired values, ethics and expected behaviours, to establish the basis for future action.	2
	Workforce relations	
	Workforce insights	
	Employee Services	

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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	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviou
Personal Attributes Manage Self	Advanced	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way • Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation
Relationships Communicate Effectively	Advanced	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats
Relationships Work Collaboratively	Intermediate	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • 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
Relationships Influence and Negotiate	Adept	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with employees and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict
Results Think and Solve Problems	Adept	• Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Intermediate	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly
Business Enablers Project Management	Adept	• 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

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Workforce Strategy Manage Self	Advanced	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Take the initiative and act in a decisive way

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- Demonstrate a strong interest in new knowledge and emerging practices relevant to the organisation