

Role Description

Business Partner, Human Resources

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Human Resources
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	223111
PCAT Code	124644
Date of Approval	22 January 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 25 regional offices in metropolitan and regional centres across NSW 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

Manage the provision of specialised and strategic HR advisory services across a range of human resource areas such as recruitment, change management, organisational design and individual planning to support Divisions in achieving their objectives.

Key accountabilities

- Provide specialist and strategic HR advice and support to key senior stakeholders to implement best practice Human Resources.
- Support managers to develop and implement workforce policies, procedures and systems to support Legal Aid's vision, values and business priorities.
- Develop relationships, coach and influence staff/clients in all aspects of HR service delivery.
- Provide the conduit between client groups and Human Resources to ensure communication flow is efficient and accurate.
- Represent Human Resources at Division meetings and forums to ensure best practice Human Resources service delivery across Legal Aid NSW
- Provide guidance and strategic advice to managers in leading complex change management process including organisational restructures.

Key challenges

- Maintaining a detailed knowledge of relevant HR legislation and policy.
- Maintaining open, effective and proactive communication with managers and staff in order to provide quality and timely HR advice.
- Maintaining balance and consistency when analysing business needs and organisational requirements.

Key relationships

Who	Why
Internal	
Corporate Services Advisors	Workshop ideas and ensure consistency
Human Resources	Seek advice and provide information from the business
Director, HR	Guidance and direction
Divisional Director/Business unit manager of client area	Provide expert advice on current workforce management practice in the public sector, provide support in managing workforce, coach and assist in employment issues
External	
Public Service Commission	Seek guidance and advice on sector wide employment policies

Role dimensions

Decision making

The Business Partner, Human Resources operates with great level of autonomy in respect to their day to day work priorities and the coordination of work and resources to meet team deliverables. The role provides leadership, guidance and specialist advice on HR matters to the Executive, Director HR, HR Senior Leadership team and key senior stakeholders.

Reporting line

Reports to Director, HR

Direct reports

HR Consultant

Budget/Expenditure

Nil

Essential requirements






Degree and/ or equivalent work experience in Human Resources

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	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	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
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

Human Resources Professionals Capability Set

Capability Group	Capability Name	Level
	Workforce Strategy	Not applicable
	Organisational Design	Not applicable
	Talent Management	Not applicable
	Organisational Culture	Not applicable
	Workforce Relations	Not applicable
	Workforce Insights	Not applicable
	Employee Services	Level 3

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 Act with Integrity	Adept	<ul style="list-style-type: none"> Represent the organisation in an honest, ethical and professional way and encourage others to do so Demonstrate professionalism to support a culture of integrity within the team/unit Set an example for others to follow and identify and explain ethical issues Ensure that others understand the legislation and policy framework within which they operate Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> 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 a high level of personal motivation
Relationships Communicate Effectively	Advanced	<ul style="list-style-type: none"> Present with credibility, engage varied audiences and test levels of understanding Translate technical and complex information concisely for diverse audiences Create opportunities for others to contribute to discussion and debate Actively listen and encourage others to contribute inputs Adjust style and approach to optimise outcomes Write fluently and persuasively in a range of styles and formats

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues Work through issues, weigh up alternatives and identify the most effective solutions Take account of the wider business context when considering options to resolve issues Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies
People Management Manager Reform and Change	Adept	<ul style="list-style-type: none"> Actively promote change processes to staff and participate in the communication of change initiatives across the organisation Provide guidance, coaching and direction to others managing uncertainty and change Engage staff in change processes and provide clear guidance, coaching and support Identify cultural barriers to change and implement strategies to address these

Human Resources Professionals Capability Set

Group and Capability	Level	Behavioural Indicators
Human Resources Professionals Capability Set Employee Services	Level 3	<ul style="list-style-type: none"> Tailor service-level agreements to meet requirements and develop appropriate metrics. Regularly manage the review and evaluation of the full life cycle of employee services and identify and recommend possible HR process and service improvements. Manage the delivery of high-quality advice to managers and leaders on all employment matters. Foster a culture of customer service excellence, continuous improvement, and value for money. Identify and act on any legislative or sector/ organisation policy changes that may impact service delivery. Develop business cases and implementation plans in support of service model changes.

Human Resources Professionals Capability Set

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• Collaborate with managers and leaders to coordinate the implementation of new or changed employee service offerings.• Manage third party suppliers against service level agreements, KPIs and contracts.