

# Role Description

## Human Resources Advisor



Cluster	Department of Premier and Cabinet
Division/Branch/Unit	Sydney Opera House
Location	Sydney CBD
Classification/Grade/Band	Grade 2 / Level 3
Kind of Employment	Enterprise Agreement - Temporary
ANZSCO Code	599411
PCAT Code	1224992
Role Number	NEW
Date of Approval	January 2021
Agency Website	<a href="http://www.sydneyoperahouse.com">http://www.sydneyoperahouse.com</a>

### AGENCY OVERVIEW

The Sydney Opera House is an Executive Agency of the NSW Department of Premier and Cabinet. The Opera House is operated and maintained for the Government of NSW by the Sydney Opera House Trust, which is constituted as a body corporate under the Sydney Opera House Trust Act 1961.

The Sydney Opera House is an iconic Australian institution that embodies beauty, inspiration and the liberating power of art and ideas.

Our vision is to be as bold and inspiring as the Opera House itself.

Our mission is twofold:

- To treasure and renew the Opera House for future generations of artists, audiences and visitors; and
- To inspire, and strengthen the community, through everything we do.

### PURPOSE OF THE ROLE

This position is responsible for providing a broad range of specialised Human Resources support and guidance to managers and employees of Sydney Opera House (SOH), in line with organisational policies and procedures as well as legislative requirements. This role is a support to the HR Advisory team and is often the first point of contact for internal stakeholders across the house as well as external stakeholders.

### KEY ACCOUNTABILITIES

- Provide business leaders and employees with consistent, high quality, timely and human resources advice, support and solutions and professional human resources services throughout the employee life cycle, including position establishment, recruitment, contracting, on-boarding, probation, and separation. Respond appropriately and promptly to general HR queries
- Provide effective support to the Manager, HR Advisory and Business Partnering team for all employee lifecycle documentation including but not limited to:
  - a. Coordinating the receipt of approvals for new contracts and contract renewals
  - b. Preparing draft employment contracts and employment variations for review and approval by the Business Partnering Team
  - c. Manage the monthly HR Metrics reports and follow up with people leaders for upcoming or outstanding actions
  - d. Assisting in recruitment and on boarding of new employees.
- Support the Manager, HR Advisory and Business Partnering team with designing and delivery initiatives, projects, training programs and/or activities that are rolled out across all business areas.
- Maintain effective employee relations by building and maintaining strong, professional and conciliatory relationships with employees and their representatives.
- Ensure the alignment of all HR systems, processes and programs to achieve strategic and operational business success consistent with SOH values.
- Maintain up to date knowledge of contemporary human resource development, methodologies, changing legislative requirements and initiatives, and industry and HR best practice trends.

## KEY CHALLENGES

- Providing excellent customer service in a high volume and demanding professional team environment where there are competing priorities and strict deadlines requiring a high degree of accuracy and attention to detail.
- Exercising sound judgement and discretion in dealing with sensitive and confidential matters.

## KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Manager, HR Advisory	To receive guidance and discuss critical issues that may impact delivery.
Head of People and Development	To receive overall direction on the People and Government strategy and department priorities.
Human Resources Business Partners	To receive guidance and provide regular updates on key Human Resource projects, issues and priorities.
Portfolio Directors and Managers	To provide expert advice, assistance and support in Human Resources services.
People & Development Team	To ensure an integrated organisation approach to cross-portfolio initiatives.
Employees	To provide consulting services that support organisational objectives and employee performance/development.

## ROLE DIMENSIONS

### Decision Making

The Human Resources Advisor is responsible for working collectively with the Manager, HR Advisory and the Business Partnering team.

This role is accountable for the delivery of allocated work tasks and activities on time and to expectations in terms of quality, deliverables and outcomes.

### Reporting Line

Manager, HR Advisory

### Direct Reports

Nil

## ESSENTIAL REQUIREMENTS





- Tertiary Qualifications in Human Resources or related field, or equivalent experience.
- Generalist Human Resources knowledge and skills, and professional experience in a HR officer or advisory capacity for 3+ years.
- Excellent communication skills with a focus on building customer relationships and improving employee experiences.
- Ability to work effectively, autonomously and in a team environment.
- A deep understanding of customer needs and previous HR experience and knowledge to assist in effectively resolving internal and external customer enquires in a prompt and professional manner.
- Strong problem solving with the ability to balance multiple priorities, work under pressure within established time contracts, meet deadlines and objectives, and proactively take a customer service approach to activities.
- Knowledge of contemporary human resource management practices and a good understanding and experience in the implementation of public sector legislation, policies and procedures relating to human resources.
- A passion for data and metrics with strong attention to detail with follow up and tracking skills, accurate data-entry and rigorous data validation skills and experience.

## 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](http://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	Foundational
	<b>Act with Integrity</b>	<b>Intermediate</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Intermediate
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### 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
<b>Personal Attributes</b> Act with Integrity	Intermediate	<ul style="list-style-type: none"> <li>Represent the organisation in an honest, ethical and professional way</li> <li>Support a culture of integrity and professionalism</li> <li>Understand and follow legislation, rules, policies, guidelines and codes of conduct</li> <li>Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct</li> <li>Recognise and report misconduct, illegal or inappropriate behaviour</li> <li>Report and manage apparent conflicts of interest</li> </ul>
<b>Relationships</b> Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in 'Plain English'</li> <li>Clearly explain and present ideas and arguments</li> <li>Listen to others when they are speaking and ask appropriate, respectful questions</li> <li>Monitor own and others' non-verbal cues and adapt where necessary</li> <li>Prepare written material that is well structured and easy to follow by the intended audience</li> </ul>

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Communicate routine technical information clearly</li> </ul>
		<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Understand the team/unit objectives and align operational activities accordingly</li> <li>Initiate, and develop team goals and plans and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>Take responsibility for own actions</li> <li>Be aware of delegations and act within authority levels</li> <li>Be aware of team goals and their impact on work tasks</li> <li>Follow safe work practices and take reasonable care of own and others health and safety</li> <li>Escalate issues when these are identified</li> </ul>