

## Talent Acquisition Business Partner

Cluster	Stronger Communities
Agency	Legal Aid NSW
Division/Branch/Unit	Human Resources
Classification/Grade/Band	Clerk Grade 9/10
ANZSCO Code	223112
PCAT Code	1224992
Date of Approval	26 September 2023
Agency Website	<a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>

### 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 the 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, 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

This role supports the Human Resources Executive Team in delivering a range of best practice talent acquisition activities. This role will partner with Hiring Managers and Executive teams to provide expert advice and support across the full range of the talent acquisition/hiring and onboarding processes for a dedicated client group.

### Key Accountabilities

- Manage the hiring process for a dedicated client group by providing expert advice and support including (but not limited to) drafting advertisements, establishing hiring panels, reviewing applications, arranging interviews, referee checks, assessments, and oversee the completion of relevant reports and supporting documentation.
- Collaborate with hiring managers to develop and implement hiring strategies, assessment methods and supporting processes, to ensure informed choices are made and suitably qualified and experienced candidates are hired to deliver high levels of professional service. This will include collaboration to build and access Talent Pools for generic roles and the management of temporary employees and assignments within the client group.
- Ensure hiring panel recommendations to ensure the hiring process compliance; oversee offers of employment, arrange and where necessary, negotiate entry on duty date, facilitate new employee initial onboarding and ensure unsuccessful applicants are provided with appropriate feedback.
- Develop and manage effective professional relationships with hiring managers, internal and external networks to contribute to hiring strategy development, candidate attraction and identifying longer term talent requirements. This will contribute to the development and maintenance of knowledge, hiring practices, processes and service level standards.

- In collaboration with the centralised hiring (recruitment team), ensure the collection, recording and reporting on hiring metrics to support hiring strategy development and implementation and statutory compliance and that service levels are achieved.
- Identify and analyse emergent hiring issues, resourcing data and statistics, metrics and trends to inform internal mobility and workforce resourcing activities and planning; and to identify opportunities to improve and streamline processes, promote best practice and optimal engagement of hiring managers.
- Represent Human Resources at Division meetings and forums to ensure best practice hiring services delivery across Legal Aid NSW.
- Ensure a positive workplace culture that promotes respect, wellbeing, diversity and cultural safety.

## Key challenges

- Maintaining a detailed knowledge of relevant hiring legislation and policy, whilst ensuring Legal Aid NSW hiring processes continue to reflect best practice.
- Maintaining open, effective and proactive communication with managers and staff whilst providing quality and timely hiring advice and optimal engagement of developed hiring strategies.
- Ensuring balance and consistency when analysing business needs and organisational requirements.

## Key relationships

Who	Why
<b>Internal</b>	
Corporate Services Advisors	Workshop ideas and ensure consistency
Human Resources	Seek advice and provide information from the business
Director, HR and Deputy 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
Manager Recruitment	Seek advice and provide information
<b>External</b>	
Public Service Commission	Seek guidance and advice on sector wide employment policies

## Role dimensions

### Decision making

The Talent Acquisition 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 talent acquisition matters to the Executive, Director HR, HR Senior Leadership team and key senior stakeholders.

### Reporting line

Deputy Director, HR

### Direct reports

Nil

## Budget/Expenditure

Nil

## Essential requirements

Degree and/or equivalent work 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](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	Adept
	<b>Act with Integrity</b>	<b>Adept</b>
	<b>Manage Self</b>	<b>Adept</b>
	Value Diversity	Intermediate
 Relationships	<b>Communicate Effectively</b>	<b>Advanced</b>
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Adept</b>
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Intermediate
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate
 People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	<b>Manage Reform and Change</b>	<b>Adept</b>

## Human Resources Professionals Capability Set

Capability Group	Capability Name	Level
	Workforce Strategy	Level 2
	Organisational Design	Level 2
	<b>Talent Management</b>	<b>Level 3</b>
	Organisational Culture	Level 2
	Workforce Relations	Level 2
	Workforce Insights	Level 1
	Employee Services	Level 2

### 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	Adept	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Demonstrate professionalism to support a culture of integrity within the team/unit</li> <li>• Set an example for others to follow and identify and explain ethical issues</li> <li>• Ensure that others understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct, illegal and inappropriate behaviour</li> </ul>
<b>Personal Attributes</b> Manage Self	Adept	<ul style="list-style-type: none"> <li>• Look for and take advantage of opportunities to learn new skills and develop strengths</li> <li>• Show commitment to achieving challenging goals</li> <li>• Examine and reflect on own performance</li> <li>• Seek and respond positively to constructive feedback and guidance</li> <li><input type="checkbox"/> Demonstrate a high level of personal motivation</li> </ul>

**Relationships**  
Communicate  
Effectively

Advanced

- 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
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- Write fluently and persuasively in a range of styles and formats

## NSW Public Sector Capability Framework

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

## Human Resources Professionals Capability Set

Group and Capability	Level	Behavioural Indicators
<b>Human Resources Professionals Capability Set</b> Talent Management	Level 3	<ul style="list-style-type: none"> <li>Provide expert advice to managers and leaders on fit-for-purpose talent management strategies to close capability gaps, support informed selection choices, and align with the organisation's employee value proposition.</li> <li>Encourage the capability growth of teams and of current and potential leaders, through the design and delivery of tailored development, mobility and career management programs.</li> <li>Collaborate with peers across the sector to build talent pipelines for common roles and key professional streams, enhancing the sector's</li> </ul>

appeal as an employer.

- Encourage use of mobility provisions to support employees to acquire a broad base of experience through their careers and optimise flexible resource deployment.
- Collaborate with leaders to develop strategies to enhance managers' skills and confidence in having clear, candid and regular performance conversations and provide individuals with effective coaching.
- Manage the delivery of ongoing performance and recognition programs and evaluate these on a regular basis to ensure they deliver on intended outcomes.
- Manage the design of methods to assess the effectiveness of talent management programs in building capability and influence the development of future programs, ensuring integration across other workforce management practices.
- Provide expert advice to leaders and managers on the evaluation of assessments, performance management and talent management strategies, and collaborate on modifications as needed to build organisational capability and talent\_\_\_\_\_

## Human Resources Professionals Capability Set

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

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