

Role Description

HR Advisor

Agency	Independent Pricing and Regulatory Tribunal
Location	Sydney
Classification/Grade/Band	IPART Officer C
Kind of Employment	Ongoing
ANZSCO Code	223111
PCAT Code	1224146
Date of Approval	May 2018
Agency Website	www.ipart.nsw.gov.au

Agency overview

IPART provides independent regulatory decisions and advice to protect and promote the ongoing interests of the consumers, taxpayers and citizens of NSW. We act with integrity, earn trust and deliver excellence.

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.

Primary purpose of the role

The HR Advisor is responsible for providing a range of high quality, accurate and timely HR advice, administrative and support services to ensure the delivery of people management initiatives, projects, and reporting activities across IPART.

Key accountabilities

- Provide high quality, accurate and timely HR advice and support to managers and employees.
- Implement a range of HR policies, procedures and processes across recruitment and onboarding, training, staff movements, establishment, leave, payroll, WHS and injury management to support effective people management practices that comply with organisational and government requirements
- Deliver a range of administrative and support services including records management, developing HR correspondence, meeting and event management, and project documentation to support the effective operation of the HR team
- Source and compile a range of HR information across all HR projects and prepare documentation for a variety of organisational applications and databases to communicate HR information and inform decision making
- Identify and analyse emerging issues, trends, statistics and information relating to employee life cycle activities to inform effective decision making, including preparing reports, submissions and information
- Update and maintain HR records and databases, complying with administrative systems and processes, to ensure that all information is current, accurate, accessible and stored correctly Identify, analyse and recommend continuous improvement in HR and coordinate the delivery of projects to improve the delivery of HR initiatives and services

Key challenges

- Delivering a range of HR advice, support activities and services in line with agreed standards, given tight timeframes and the need to maintain accuracy and attention to detail.
- Maintaining data integrity and information quality given the breadth of operation across all facets of HR and the complexity of operating in a government environment
- Maintaining knowledge of current practice, legislation, policies and procedures in relation to the delivery of HR initiatives and identifying improvements where appropriate

Key relationships

Who	Why
Internal	
IPART staff	<ul style="list-style-type: none">• Provide HR advice, support and services• Policy interpretation and guidance• Issue resolution
Human Resources Manager	<ul style="list-style-type: none">• Guidance and direction• Obtain strategic direction and organisational objectives• Escalate complex HR issues
External	
External Stakeholders (Auditors)	<ul style="list-style-type: none">• Liaise on routine queries• Engage service providers
Shared Services provider	<ul style="list-style-type: none">• Establish and maintain relationships to ensure high quality issues management• Liaise regarding personnel and payroll matters• Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues• Work with service provider and attend relevant forums

Role dimensions

Decision making

The role operates within defined parameters determined by the manager. The delivers HR advice and determines daily priorities to meet agreed deadlines and provide effective HR services to staff. The role uses independent judgment and initiative in the resolution of issues and escalates to the Human Resources Manager on more complex or sensitive issues that may require policy or legislative interpretation.

Reporting line

Reports to Human Resources Manager.

Direct reports

Nil

Essential requirements





- Tertiary qualifications in Human Resources or related or equivalent 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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Human Resources Professionals Capability Set		
Capability Group	Capability Name	Level
 Human Resources	Organisational Culture	Level 1
	Workforce Insights	Level 2
	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
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
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
Relationships Influence and Negotiate	Intermediate	<ul style="list-style-type: none"> Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements Keep discussion focused on the key issues
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks
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 Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of option 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 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

NSW Public Sector Capability Framework

Group and Capability

Level

Behavioural Indicators

- Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Human Resources Professionals Capability Set

Group and Capability

Level

Behavioural Indicators

Human Resources Professionals Capability Set

Employee Services

Level 2

- Deliver required workforce management services to employees and managers in line with service-level agreement for the division or organisation, ensuring compliance with legislative and regulatory requirements
- Advise managers and employees on more complex employment issues, escalating matters as required
- Provide specialist support to managers and employees during the implementation of new or changed employee service offerings
- Use tools to analyse processes in order to identify opportunities to improve response times, increase quality and reduce costs
- Evaluate internal feedback to inform and facilitate high quality, responsive employee services
- Conduct analysis to determine the impacts of legislative or policy changes and implement required changes in order to maintain compliance
- Evaluate service levels and provide timely adhoc and regular feedback to third party suppliers