

# Human Resources Advisor

**The Sydney Cricket & Sports Grounds has the responsibility and privilege of managing our city's original home of sport, the Sydney Cricket Ground. The SCG is an integral part of Sydney's rich sporting and cultural life, attracting people from all over the world since the 1850s.**

This is an exciting opportunity for an experienced HR professional to partner with the business in a generalist HR capacity. Key deliverables for this position in addition to the day to day will be project based assignments designed to add value to the employee experience life cycle and to create a positive and engaging employee experience across the diverse range of departments within in the business.

This is your chance to experience the challenge of working in the dynamic events industry in a HR capacity. You will need to be able to hit the ground running and demonstrate your HR knowledge, skills and enthusiasm to join a small HR team with big ambitions.

As a business we are focused on delivering the very best experience for our staff and ultimately our customers. To achieve this, we are seeking people with a passion for service and a proactive approach to their daily working life. If this sounds like you and you can see yourself working in this challenging, dynamic industry at one of the foundation sites in world sport, then we want to hear from you. Benefits and a competitive salary package will be offered to the successful candidate.

Generalist HR experience and an eye for detail is critical in this role and this will be assessed on your ability and an attitude to say 'yes' to every challenge.

## HOW TO APPLY

Please obtain a copy of the role descriptions from the employment section of our website at [www.scgt.nsw.gov.au](http://www.scgt.nsw.gov.au) and select **two of the key accountabilities** and provide a one paragraph summary to demonstrate an example of how you met/achieved the results of the accountabilities in a previous role.

Please ensure your application includes covering letter (maximum two pages) and an up-to-date resume of no more than five pages which clearly details your skills and experience as relevant to this role.

Given the number of applications we are likely to receive we will only contact those who are selected for an interview by phone and others via email.

**APPLICATIONS CAN BE EMAILED TO:** [hadmin@scgt.nsw.gov.au](mailto:hadmin@scgt.nsw.gov.au)

**APPLICATIONS CLOSE:** Sunday 26 May 2019

**Please note: Applicants must be Australia citizens or permanent residents to be considered and will be required to undertake a National Police Clearance check.**

*The Sydney Cricket & Sports Grounds values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality and encourages indigenous Australians to apply.*

# Role Description

|                     |                                  |
|---------------------|----------------------------------|
| POSITION TITLE      | Human Resources Advisor          |
| REPORTS TO          | General Manager, Human Resources |
| ROLE CLASSIFICATION | Full-Time                        |
| ROLE TYPE           | Employee                         |
| DIVISION            | Human Resources                  |
| DEPARTMENT          | Human Resources                  |
| DATE                | May 2019                         |

## 1. Purpose of the Role

Provide advice and deliver on a range of generalist HR related activities, operational people solutions and support for the business that focuses on corporate objectives and relates to culture engagement and customer experience.

This includes:

- Providing guidance to staff to build employee engagement and performance capabilities.
- Assist the General Manager – Human Resources in the development and implementation of the SCG’s strategic direction.
- Ensure compliance with all relevant forms of employment legislation, and support divisions in achieving their objectives.
- Be the champion for actively promoting all aspects of a healthy and happy workplace including equality and diversity.
- A HR communication plan to ensure appropriate information is disseminated to staff.

## 2. Key Accountabilities

### Generalist HR

- Work collaboratively with the business to coordinate a range of projects including policy updates, training, HR Strategies and systems
- Develop tools to support the implementation of HR initiatives and retention strategies.
- Coordinate the end to end recruitment and selection process in accordance with recruitment policies and practices.
- Develop and implement initiatives related to the employee life cycle such as employee orientation, induction, probation, employee journey maps and exit programs

- Coordinate the execution of the rollout of annual HR programs such as the performance management cycle and customer service initiatives
- Assist with a variety of responsibilities related to the effective and efficient output of the HR department with administrative duties
- Implementation of HR technologies to refine processes and make them more efficient such as a HRIS.
- Manage return to work program for non-work-related injuries.
- Maintain HR Systems including Performance Review Database, Probationary Reviews and the E-Learning system.
- Manage the ordering and issue of all uniforms to staff and ensure brand and business requirements are presented professionally and managed within budget.
- Regular analysis and compilation of workforce statistic report including research and report to enable efficient improvements to workforce plans
- Responsible for the development and update of role descriptions
- Manage HR content on the intranet

## Employee Relations

- Provide HR advice and support to staff on awards, remain up to date with current industrial and employee relations issues and employment law.
- Work with the GM to provide employee relations advice and participate in enterprise award negotiations and renewals and participate in matters before industrial relations tribunals.
- Recommend, develop and implementation of policies and procedures
- Assist in employment negotiations and advise on counselling, grievance and dispute resolution procedures.
- Assist with workplace health and safety matters as required by the General Manager, Human Resources and WHS team.
- Review and update policies, procedures, organisation charts and employee handbooks and ensure they are accessible to employees.

## Engagement and Culture

- Coordinate the implementation of the annual engagement survey and assist with reporting and follow-up action plans.
- Develop and implement an appropriate employee communications plan to keep the workforce informed.
- Develop, implement and maintain an employee rewards and recognition program.

## Driving Performance

- Develop and implement training and education programmes aligned with the business objectives.

- Assist the GM with talent management and succession planning and develop and manage the annual learning and development calendar.
- Develop and coordinate the onboarding and induction programmes.
- Develop opportunities for internships, develop and implementation of annual the work experience programme.

### 3. Key Challenges

- Balancing a high work volume with a variety of work priorities and deadlines.
- Working collaboratively with all stakeholders to deliver timely and coordinated HR support across the business.
- Maintaining up to date knowledge of contemporary human resource industry developments, methodologies, changing legislative requirements and initiatives and HR best practice trends.
- Exercising sound judgement, confidentiality, empathy and discretion when dealing with sensitive and complex people matters.

### 4. Key Relationships

- General Manager, Human Resources
- Event Day Staffing team
- HR Administrator
- WHS Manager
- Employers Association & employment law firms
- Unions
- Training providers/Contractors
- Staff

### 5. Focus Capabilities for the Role

| CAPABILITY GROUP AND NAME                                  | BEHAVIOURAL INDICATORS   |
|--|--|
| <b>Personal Attributes</b><br>Display Resilience & Courage | <ul style="list-style-type: none"> <li>• Be flexible and adaptable and respond quickly when situations change</li> <li>• Offer own opinion and raise challenging issues</li> <li>• Listen when ideas are challenged and respond in a reasonable way</li> <li>• Work through challenges</li> <li>• Stay calm and focused in the face of challenging situations</li> </ul> |
| <b>Personal Attributes</b><br>Act with Integrity           | <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> </ul>   |

| CAPABILITY GROUP AND NAME                                 | BEHAVIOURAL INDICATORS   |
|---|--|
|   | <ul style="list-style-type: none"> <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>  |
| <p><b>Relationships</b><br/>Communicate Effectively</p>   | <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> <li>• Communicate routine technical information clearly</li> </ul>   |
| <p><b>Relationships</b><br/>Influence &amp; Negotiate</p> | <ul style="list-style-type: none"> <li>• Utilise facts, knowledge and experience to support recommendations</li> <li>• Work towards positive and mutually satisfactory outcomes</li> <li>• Identify and resolve issues in discussion with other staff and stakeholders</li> <li>• Identify others' concerns and expectations</li> <li>• Respond constructively to conflict and disagreements</li> <li>• Keep discussion focused on the key issues</li> </ul>   |
| <p><b>Results</b><br/>Deliver Results</p>                 | <ul style="list-style-type: none"> <li>• Complete work tasks to agreed budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own and team/unit work</li> <li>• Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals</li> <li>• Seek and apply specialist advice when required</li> </ul>   |
| <p><b>Results</b><br/>Plan &amp; Prioritise</p>           | <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> |

| CAPABILITY GROUP AND NAME                                    | BEHAVIOURAL INDICATORS  |
|--|---|
| <p><b>Results</b><br/>Think &amp; Solve Problems</p>         | <ul style="list-style-type: none"> <li>• Research and analyse information and make recommendations based on relevant evidence</li> <li>• Identify issues that may hinder completion of tasks and find appropriate solutions</li> <li>• Be willing to seek out input from others and share own ideas to achieve best outcomes</li> <li>• Identify ways to improve systems or processes which are used by the team/unit</li> </ul>  |
| <p><b>Occupation Specific</b><br/>Organisational Culture</p> | <ul style="list-style-type: none"> <li>• Understand the implications of workforce strategies for organisational culture, the workplace environment and employee engagement</li> <li>• Understand the purpose of the agency's Employee Value Proposition and assist in its incorporation across the employment lifecycle</li> <li>• Understand and explain the organisation's inclusion and diversity programs and practices to employees and managers</li> <li>• Assist in activities related to the development of employee engagement activities</li> <li>• Assist in the development of communications about organisational values, ethics, and culture, and their business impacts</li> <li>• Assist in monitoring the effects of workforce strategies such as preventing and managing unreasonable behaviour on absenteeism, turnover, employee engagement and business outcomes</li> <li>• Assist in the deployment and analysis of processes and tools used to measure organisation culture, employee engagement and productivity</li> </ul> |
| <p><b>Occupation Specific</b><br/>Employee Services</p>      | <ul style="list-style-type: none"> <li>• Respond to basic employment queries and provide relevant information, explanation and advice to employees</li> <li>• Respond appropriately to service requests and client feedback on customer service, escalating matters to managers where necessary</li> <li>• Assist in the delivery of basic workforce management services (e.g. induction/orientation, payroll) in line with service-level agreements for the division or organisation</li> <li>• Collect and monitor data on and understand the broader impact that HR service delivery has on business outcomes and employee experience</li> <li>• Implement systems and processes to measure the efficiency of third party suppliers</li> <li>• Maintain service excellence and support during times of change</li> </ul>   |

| CAPABILITY GROUP AND NAME | BEHAVIOURAL INDICATORS  |
|---------------------------|---|
|                           | <ul style="list-style-type: none"> <li>Comply with organisational procedures and legislative/regulatory requirements</li> </ul> |

## 6. Role Dimensions

|                 |   |
|-----------------|---|
| Decision Making | This role has the ability to give HR advice to staff and support the GM -HR with effective HR related decisions. Makes recommendations on a range of HR related employment matters with discretion and confidentiality. |
| Dimensions      | This role will support all departments of the business and provide advice to employees and management.  |

## 7. Qualifications/Experience

- Able to liaise with a diverse range of people and a strong understanding of employee relations and workplace legislation
- Good knowledge of Microsoft Office Software, particularly statistical reporting and analysis
- A minimum of four years' human resources experience in a generalist role with exposure in industrial relations.
- Tertiary qualifications in human resources or a related field
- Developed presentation and facilitation skills

## 8. Policies

In accordance with the Code of Ethics and Conduct for NSW Government sector employees the Sydney Cricket and Sports Grounds has formalised a suitable code of conduct for its employees at the Sydney Cricket Ground, its staff and its contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

## 9. Other Requirements

- Flexibility in work hours including weekends, public holidays and out of hours work
- Must attend staff training, workshops and meetings as and when required