Telecommunications Industry Ombudsman

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Position Description

Position:	People & Culture, Business Partner	Direct Reports: nil
Group:	People & Culture	
Reporting to:	Business Partnerships Manager	Grade: 3

Organisation overview

The Telecommunications Industry Ombudsman (TIO) is a not-for-profit organisation. Our purpose is to provide fair, independent, and accessible dispute resolution services, and improve outcomes for consumers and members. Achieving our purpose guides everything we do, through our five strategic goals:

1. Work with our members to reduce complaints and improve practices
2. Leverage the power of our people to strengthen our capability and performance
3. Create a great consumer and member experience
4. Expand services with innovative solutions and technology
5. Use data and insights to influence policy and shape public debate.

For more information about the TIO, please visit our website tio.com.au/about-us.

Our **value statement** is **"Together we DREAM"**. That is, together we:
- Dare to be great
- Respect and inspire
- Evolve and grow
- Appreciate and celebrate
- Make it easy.

Group overview

The People & Culture Group is accountable for the development and execution of the People & Culture (P&C) strategy aligned with the Equality, Diversity & Inclusion (EDI) strategy and to the 3-year organisational strategic plan. P&C aims to develop, innovate, and manage value-added, impact-driven, and purposeful people & culture policies, projects, and programs. P&C provides expert consultation, advice, services, and solutions in an efficient, customer-focused, and inclusive manner; and to provide all our employees with the resources, guidance, and tools necessary to meet their needs and to ensure their success. P&C is committed to equality, inclusion, and diversity in all aspects of our work and works with our people across the TIO to embed EDI in all we do. P&C aims to build resilience, capability, performance and equity of our people and of the TIO, while setting the standards and ensuring our work and conduct always aligns to our Values.

Position Purpose

The **P&C Business Partner** will provide support, guidance and coaching to stakeholders within the Telecommunications Industry Ombudsman (the TIO). The role will genuinely partner with their respective business units (Groups) to understand, advise and influence, in regard to the strategic and operational people needs.

The **P&C Business Partner** will manage the ongoing P&C operational requirements of employees in their designated groups, throughout the employee life-cycle, including onboarding, business processes and system queries, performance management processes and annual cycle, change management and communications, and workplace/employee issue resolution.

The **P&C Business Partner** will liaise across the P&C Group and will perform a broad cross section of activities that support the Business Partnerships Manager, to deliver the People Strategy for the TIO.

Key responsibilities

The **P&C Business Partner** contributes to and/or supports:

- The P&C Business Partnerships Manager to genuinely and proactively partner with the business and the provision of operational support to the TIO as required
- The effective facilitation of people and culture business processes and programs to ensure compliance and best practice in line with strategy, policy & procedures and industry guidelines throughout the employee life cycle
- Change management processes for both organisational and P&C specific projects and programs
- The development and maintenance of productive, respectful, and positive relationships with all stakeholders across the TIO
- The proactive building of professional, trusting and responsive relationships when providing P&C advice and support to People Leaders, Employees (current and potential), and to help build P&C's brand, profile and reputation in the business
- The co-ordination of the TIO employee induction and onboarding processes and programs
- The provision of advice, guidance, coaching and assisting to manage and resolve workplace matters, relations and employee grievance issues, performance management and disciplinary matters for allocated business groups
- Policy development and review processes
- Allocated business groups on questions regarding HRM System processes, Enterprise Agreement, policies, procedures, and work practices.
- The P&C Leadership Team with Learning & Development, Equality, Diversity & Inclusion (EDI), Recruitment, Induction & Onboarding as required
- Various HR Programs and Projects as prioritised to ensure successful delivery.
- The co-ordination and scheduling of HR events such as training programs, EDI/cultural events, project activities, workshops, and meetings.

The P&C Business Partner also:
- Supports and contributes to initiatives aimed at raising awareness of the TIO scheme

- Ensures stakeholders are informed, advised, and consulted with, regarding ongoing P&C initiatives, projects, systems, business processes and programs.
- Liaises with the Talent Engagement Advisor to maintain accurate employee records of people-related data (payroll, personal information, leave, turnover rates etc.) in PEARL (ELMO HRMS) to ensure all employment requirements and processes are met.
- Liaises with the Talent Engagement Advisor to maintain data for accurate and timely people metrics reporting and ensure key stakeholders are updated in terms of key milestones and organisational trends.
- Produces and submit reports on general P&C activity as required or requested
- Responds to employee queries via the People and Culture Mailbox
- Undertakes general P&C administration as required or requested

Primary relationships: Business Partnerships Manager and Team, General Manager – People & Culture, P&C Leadership Team, Specified Group Leadership Teams including Assistant Ombudsman/s

Experience and skills

Experience:

- Managing end to end workplace/employee issue resolution and performance management
- Proficient in plain English language writing, editing, and proofreading
- Change management frameworks and change project management
- Delivering projects on time, meeting tight deadlines and budgetary requirements
- Contributing to organisational continuous improvement
- Policy development and review
- Presenting/ delivering complex information in plain English to diverse audiences
- Providing high level and operational coaching and advice to internal stakeholders
- Influencing and engaging with stakeholders at all levels within an organisation
- Complying with organisational confidentiality and privacy obligations

Skills:

- Proven experience as a HR/P&C generalist with good judgement, professionalism, strong interpersonal skills and a collaborative working style and approach
- A good understanding of the Fair Work Act and National Employment Standards, as well as a well-developed understanding of their application and interpretation
- An understanding, awareness of and demonstrated passion for Equality, Diversity and Inclusion in the workplace
- Excellent attention to detail
- Ability and passion to establish positive and productive ongoing working relationships built on trust, respect and reliability
- Demonstrates competence and character that inspires trust and respect
- Proven high proficiency with people metrics and analysis reporting
- Proficient in using MS Office (MS Excel, PowerPoint, Word, Teams etc)

- Experience with HR databases and systems (ELMO and SAGE MicrOpay experience preferred)
- Resilience together with ability to meet targets, deadlines with ownership and accountability

Qualifications

- Professional qualification in Human Resource Management or equivalent experience
- Professional memberships to industry bodies such as AHRI, HRMI, AIM, CIPD etc. (desirable)

Competencies

To perform this position successfully the incumbent must demonstrate functionality (skills, knowledge, and abilities) across each of the core and role-based competencies.

Core organisational competencies

The TIO expects every employee to adopt three core competencies:

Adhering to principles and values

Uphold ethics and values; demonstrate integrity; promote and defend equal opportunities, builds diverse teams; encourage organisational and individual responsibility towards the community and the environment.

Working with people

Shows respect for the views and contributions of other team members and colleagues; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.

Achieving personal work goals and objectives

Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities.

Role-based competencies

Inclusive Leadership

Provides others with clear direction, support and development opportunities through coaching; motivates, enables and empowers others; acts as an inclusive leader and provides a psychologically safe work environment where people feel safe to bring their whole selves to work; displays courage by speaking up and challenges the status quo - of others, the systems and themselves; actively committed to diversity and inclusion and shows fairness and equality of opportunity for all; belief in TIO's purpose, values, strategic goals; fosters our EveryOne culture; ability to engage with diverse stakeholders; curious to learn about different cultures; facilitates and manages courageous conversations; values creativity and innovation; demonstrates critical thinking; high sense of self awareness and the ability to self-regulate.

Collaboration

Focus on enabling and empowering people; respecting and listening to all voices; working mindfully and together; listens, supports and cares for others; consults and collaborates with others and shares information and expertise; builds team spirit and resolves conflict respectfully and quickly, communicates openly without judgement or triangulation

Relationships and networking
Fosters positive, respectful and enduring relationships of trust with stakeholders; relates well to people at all levels; builds wide and effective networks of contacts.

Creating and Innovating
Is curious, develops new ideas, approaches, or insights; creates innovative products or designs; produces a range of solutions to problems

Presenting and communicating information
Communicates effectively using the principles of plain English; expresses opinions, information and key points clearly; makes presentations with skill and confidence; responds quickly to the needs of an audience and to their reactions and feedback; projects credibility and builds TIO and People & Culture's reputation and brand

Delivering results and meeting stakeholder expectations
Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organises resources or support needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.

Workplace health, safety, and wellbeing

We are committed to ensuring the health, safety, and wellbeing of our people. Employees must comply with all legislative requirements in respect to Workplace Health and Safety and follow all policies, procedures, and codes to ensure a safe and accident-free workplace is maintained.

Equal employment opportunity

We are committed to our people. We respect and embrace all kinds of diversities and are committed to being inclusive. We recruit, develop, compensate, promote, and manage employees regardless of ethnicity, religion, national origin, gender identity, sexual orientation, disability, age, life experience and any other intersecting diversities. We encourage our employees to bring their authentic selves to work because we celebrate all our differences, support it, and thrive on it.

Version control

Updated by:	I Ali
Approved:	7 March 2021
Approver:	General Manager People & Culture