

# Find a clear way forward for your career

## Position Description

Position:	Talent & People Advisor	Direct Reports: nil
Group:	People & Culture	
Reporting to:	Business Partnerships Manager	Grade: 2

### 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](https://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

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The Talent, People & Culture Advisor provides support to the Business Partnerships and Operations Team within the People & Culture Group at the Telecommunications Industry Ombudsman (the TIO) in relation to recruitment, talent acquisition and return to work related activities.

Reporting to the Business Partnerships Manager, the role will co-ordinate the professional and managerial talent acquisition activity across the TIO, including internal, external, trainee and graduate recruiting.

The Talent, People & Culture Advisor works closely with Hiring Managers to source, screen, interview, check and negotiate with candidates to fill existing and future job openings and career progression opportunities within the TIO. Sourcing strategies include direct search and sourcing, liaison with universities, and contacts within the larger community, with a minimal amount of agency-based recruitment.

The Talent, People & Culture Advisor supports the recruitment function as well as the people and culture advisory function but managing the people mailbox and acting as a support to the Business Partnerships Manager and the Business Partner.

Supporting the TIO's Values and Recruitment strategy and approach of equality, diversity and inclusion, the role will proactively seek, liaise and source potential candidates who will enhance and support the TIO's 'EveryOne' Culture.

## Key responsibilities

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The **Talent & People Advisor** contributes to and/or supports:

- Utilising internal tools to identify and source hard-to-find candidates by designing and executing a proactive hiring plan to attract the highest-quality candidates in the shortest time.
- Source candidates by placing job advertisements online via Recruitment system (PEARL) and Intranet (Confluence), as well as carrying out direct searches (e.g. using LinkedIn Recruiter, contacting universities, agencies supporting A&TSI agencies and other local job boards especially supporting cultural diversity).
- Qualify candidates through resume reviews, online interview question forms, phone screens and face-to-face interviews and then coordinating and participating in interviews with the hiring managers and panellists (when required).
- Coordinate, inline with direction from the Business Partnerships Manager, the entire application administration process by completing administration, screenings, candidate assessment tasks, appropriate background checks, verbal and online reference checks, and proper documentation via PEARL.
- Ensure processes are completed to a quality standard and candidates and hiring managers are kept informed of status and outcomes appropriately, courteously and respectfully.
- Form effective relationships with hiring managers, discover staffing needs, develop strong understanding of the organisation and the market, and assist hiring managers to actively and objectively consider their hiring decisions taking into consideration all the available and relevant information.
- Contribute to the ongoing design, development, implementation and optimisation of the PEARL Recruitment system.

- Provide direct support to the Business Partnerships Manager and the Business Partner, People & Culture in delivering Business Partnering and operational support to the TIO
- Assist with various HR Programs and Projects as prioritised to ensure successful delivery.
- Co-ordinate and schedule HR events such as training programs, EDI/cultural events, project activities, workshops and meetings.
- Produce and submit reports on general HR activity as required
- Respond to employee queries via the People and Culture Mailbox
- General administration as required

#### **The Talent & People Advisor:**

- Supports and contributes to initiatives aimed at raising awareness of the TIO scheme
- 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, Business Partner, General Manager – People & Culture, P&C Leadership Team.

#### **Experience and skills**

##### **Experience:**

- Experience in end-to-end recruitment including advertising, shortlisting, interviewing, onboarding, employment
- Knowledge of psychometric assessment processes, application to the recruitment process and responsibilities to candidates
- Delivering to recruitment deadline and requirements
- Contributing to organisational continuous improvement
- 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
- 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

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- 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

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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

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#### 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:	TBC
Approver:	General Manager People & Culture