

# What success looks like for – Human Resource Business Partner

The role of Human Resource Business Partner is a critical Operational Role, integral to the success of Ability Centre. It reports directly to the Manager Human Resources and is a member of the Human Resources Operational Team. The Human Resource Business Partner is a key partner and enabler of operational outcomes with the following expectations and accountabilities:

EXPECTATION	ACCOUNTABILITIES
Understands Ability Centre's operations, contributing as a valued member of the Human Resource Operations team	<p>Builds deep, credible and trusting relationships with Ability Centre leaders, value adding by:</p> <ul style="list-style-type: none"> <li>• Demonstrating a commitment to Ability Centre's core business;</li> <li>• Taking a strategic rather than a purely functional perspective;</li> <li>• Partnering on design and implementation of workforce strategies;</li> <li>• Leading with trust, constructive disagreement, commitment, accountability and delivering on collective results; and</li> <li>• Demonstrating decisiveness, commitment, resilience and proactive intelligent leadership</li> </ul>
Delivers the Human Resource function for Ability Centre	<p>Uses an approach to business which is:</p> <ul style="list-style-type: none"> <li>• Cohesive, comprehensive &amp; agile including effective use of insight-driven data;</li> <li>• Targeted &amp; measurable in respect to delivering on objectives;</li> <li>• Innovative &amp; contemporary practice resulting in the right workforce for the lifecycle of Ability Centre;</li> <li>• Effective and efficient; and</li> <li>• Driven by a partnership ethos (both internal and external)</li> </ul>
Empowers Ability Centre's lmanagers, team leaders and supervisors to make brilliant workforce decisions	<p>Assists to Implement and monitor innovative and proactive workforce solutions which can be delivered effectively and easily in partnership locally which:</p> <ul style="list-style-type: none"> <li>• Reflect the financial, quality and technological drivers of organisational performance;</li> <li>• Draw on data systems and metrics;</li> <li>• Are integrated across Ability Centre; and</li> <li>• Allow local leaders to get on with their primary role.</li> </ul>
Undertakes workforce value chain accountability including attraction, motivation, engagement, retention and performance across Ability Centre in partnership with leaders	<p>Delivers and monitors effective, proactive and contemporary practice including:</p> <ul style="list-style-type: none"> <li>• Performance: Operational workforce planning and optimisation</li> <li>• Attraction: talent acquisition, recruitment and selection</li> <li>• Motivation: performance management, employee satisfaction and engagement and discipline management</li> <li>• Engagement: IR, conditions and agreement interpretation</li> <li>• Retention: Employee engagement and Culture.</li> </ul>
Partners with key internal and external stakeholders to deliver business outcomes	<p>Delivers productive relationships &amp; and synergistic outcomes by:</p> <ul style="list-style-type: none"> <li>• Seeing all relationships as an opportunity to partner;</li> <li>• Value-adding to the delivery of not only own function's requirements but also to broader organisation and other stakeholder groups;</li> <li>• Proactively embedding self within Ability Centre teams so as to deeply understand what we are trying to achieve and actively enable excellent workforce management across the organisation</li> </ul>
Develops self to be a positive, proactive & highly regarded member of a high performance team	<p>Continually develops self to be a highly regarded member of a high performing team, consistent with Ability Centre's desired culture which engenders attitudes which:</p> <ul style="list-style-type: none"> <li>• are courageous &amp; resilient;</li> <li>• apply business acumen to decisions;</li> <li>• constructively challenges the status quo;</li> <li>• are inclusive not exclusive;</li> <li>• foster openness &amp; transparency;</li> <li>• inspire self development, career development &amp; retention</li> </ul> <p>Ensures function has the tools/resources to deliver leading edge strategy including:</p> <ul style="list-style-type: none"> <li>• Information &amp; data;</li> <li>• Partnerships &amp; relationships;</li> <li>• Planning approaches &amp; documents to achieve desired outcomes;</li> <li>• Resources &amp; budgets;</li> <li>• Culture</li> </ul>

The Human Resource Business Partner is not just about expectations and accountabilities, it is about the person, their style, background and experience. Therefore the Human Resource Business Partner should have the vast majority of these attributes and experiences:

THE PERSON	Expertise	Operational planning and Implementation	Stakeholder engagement	Working under pressure	Personal Accountability
	<ul style="list-style-type: none"> <li>• Significant experience working in a human resource function within a medium to large organisation;</li> <li>• Track record of delivering leading edge Human Resource outcomes;</li> <li>• Demonstrated understanding of a customer service oriented organisation;</li> <li>• Demonstrated business acumen</li> <li>• Tertiary qualifications relevant to the role</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated experience and translation into results of HR function to practically assist operations with workforce outcomes</li> <li>• Effectively implements operational workforce planning within business and action plans;</li> <li>• Interprets and actions KPIs which are relevant to the business unit but also the organisation as a whole</li> <li>• Delivers initiatives to further the Human Resource function and business operations</li> </ul>	<ul style="list-style-type: none"> <li>• Gets the best out of stakeholders, delivering value for money &amp; monitoring their value-add;</li> <li>• Has a track record of being a respected &amp; valued internal collaborator &amp; partner to deliver better corporate outcomes;</li> <li>• Works collaboratively with all teams;</li> <li>• Has empathy for the purpose of Ability Centre;</li> <li>• Effectively combines external expertise and internal knowledge</li> </ul>	<ul style="list-style-type: none"> <li>• Achieves successful outcomes on complex issues</li> <li>• Makes decisions in a calm and considered manner</li> <li>• Navigates risk &amp; other complexities, removing obstacles</li> <li>• Thinks ahead and preventing issues, proactively driving improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Models and actively works in a culture of achievement;</li> <li>• Motivates self to achieve more than they ever thought possible;</li> <li>• Manages own performance and works toward excellent outcomes</li> <li>• Maintains skills and knowledge to ensure they are upto date and contemporary</li> </ul>

**ABILITY CENTRE SUCCESS PROFILE REGISTERED ON FILE**

**Employee**

I note and acknowledge the statement of duties, responsibilities and other requirements as detailed in this document.

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(Full name)

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(Signature)

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(Date)

**Human Resource Officer**

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(Signature)

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(Date)

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