

COMMUNITY TRANSPORT SERVICES TASMANIA

POSITION DESCRIPTION

People and Capability Business Partner

Overview

Business Area	People & Workplace Relations
Department	People & Capability
Position Classification	Social, Community, Home Care and Disability Services Industry Award, Level 5
Number of direct reports	3
Immediate Manager	Executive Manager People and Workplace Relations
Manager-one-removed	Chief Executive Officer

About CTST

At CTST, our vision and purpose are to provide affordable services to support people to live well and connect with their community, we want to ensure that everyone has access to the community services we provide.

The needs and experience of each individual is our primary focus when making decisions about their services and the safety and wellbeing of our people and our consumers is our priority. We are cooperative and collaborative because we believe that collective impact gets the best result and we show our respect for our consumers, our people, and our partners by striving for the highest professional standards in everything we do.

Role purpose

The People and Capability Business Partner (P&C BP) provides expert advice and hands on support to the CTST business in a broad range of human resources activities, employee relations and industrial relations.

Working under the general direction of the Executive Manager People & Workplace Relations, the P&C BP will work in partnership with the business to build the capabilities of people managers to effectively support and lead their teams. They will provide support and advice to employees, volunteers and managers in a range of employment/volunteering matters, while maintaining compliance with industrial legislation (NES and Awards) and CTST policies and procedures.

The role plays a key part in contributing to the process of continuous review and improvement of people management practices, operational HR processes and policies in line with legislative and regulatory changes.



Legislative Knowledge and Understanding

- Fair Work Act 2009
- Aged Care Act 2024
- Aged Care Quality and Safety Commission Act 2024
- Aged Care Quality Standards
- Privacy Act 1998
- Personal Information Protection Act 2004
- Anti-Discrimination Act 1998
- National Disability Insurance Scheme Act 2013 and National Disability Insurance Scheme Amendment 2024
- Work Health and Safety Act 2012 (Tasmania)
- Workers Rehabilitation and Compensation Act Tasmania 1988
- Workplace Health and Safety Act Regulations 2011
- Poisons Regulations 2018
- Relevant Industrial Awards and Agreements
- Public Transport Operator Accreditation Regulations

Role Accountabilities

Leadership

- Promote CTST's core values to engage and empower employees, consumers, and key stakeholders
- Lead by example, act with professionalism and influence others to create and maintain a supportive culture
- Foster and further develop a strong consumer-centric service culture
- Embed equity and diversity principles through all areas of the organisation
- Demonstrate high standards of emotional intelligence and cultural awareness in all dealings
- Demonstrate ethical, authentic, adaptive, and transformational leadership

Technical

- Assist in the development and implementation of human resources strategies, operational plans, policies and procedures based on organisational priorities and legislative changes.
- Provide expert advice to managers and employees on a broad range of human resources and industrial relations matters, seeking guidance on complex matters.
- Maintain a current working knowledge of current legislation and compliance requirements and ensure that CTST policies and procedures are compliant.
- Support the business as required with performance management concerns, conflict and grievance resolution processes.
- Coordinate training activities based on learning and development requests from the business.
- Maintain the CTST training and worker screening records, ensuring that accreditations and licences are current and on file.
- Coordinate workers compensation and injury management in line with legislation.
- Contribute to People & Capability projects/initiatives and collaborate with key stakeholders to support the successful implementation and outcomes of projects/initiatives.
- Contribute to the accurate and timely data reporting of workforce data
- Undertake HR administrative work, ensuring that all documentation is filed, recorded and stored to meet compliance obligations.
- Complete other duties as required and within the general scope of responsibilities of this position.



Role Accountabilities continued....

Health, Safety & Wellbeing

- Work in accordance with the organisation's health safety and wellbeing policies and systems
- Actively promote and adhere to all CTST health, safety and wellbeing policies and procedures
- Create an environment where every employee is accountable and empowered to improve safety outcomes
- Apply a risk management approach to ensure that all risks are effectively managed
- Actively promote a positive approach in the workplace to enhance health and wellbeing

Financial

- Ensure training and HR related activities are planned and delivered in accordance with budget constraints

People

- Develop and maintain positive and effective working relationships with internal and external stakeholders
- Foster a working environment that supports and encourages creativity and innovation
- Support the business with succession planning, coaching and mentoring to build capability within teams

Compliance

- Maintain an up-to-date knowledge of legislative and regulatory compliance to ensure that requirements are met, and identify any emerging issues of significance to the organisation
- Ensure CTST's ongoing compliance with the Fair Work Act, NES, Awards, WHS Act and other essential quality standards
- Always ensure that the highest standards of privacy and confidentiality is maintained

Governance & Risk

- Ensure advice provided to the business considers and mitigates organisational risk
- Notify the P&C Manager when employee related matters may result in a financial or reputational risk to CTST, particularly unfair dismissal, general protection or workers compensation claims

Attributes that will help you succeed

ESSENTIAL

Technical Qualifications

- Relevant tertiary qualification in Human Resources or relevant experience deemed the equivalent.

Knowledge, Skills and Experience

- Demonstrated knowledge and experience of generalist human resources practices
- Proven ability to interpret award and NES provisions together with policies and procedures
- Well-developed interpersonal and communication skills
- Ability to use tact, discretion and maintain confidentiality
- Ability to build and maintain positive and effective working relationships
- Excellent written communication skills with the ability to produce clear, concise, and accurate reports and correspondence
- The ability to work effectively both independently and collaboratively as part of a team
- Well-developed analytical and problem-solving skills
- Demonstrated ability to be adaptable and flexible, and work within an environment that is subject to competing priorities, ambiguity, and change



- Highly developed computer skills including proficiency in Microsoft Office applications and Human Resources Information Systems.

DESIRABLE

- Minimum 3 years' experience in a similar position
- Experience within the transport industry and/or not-for-profit environment

Licences/Other Requirements

- Provision of a National Police certificate that meets the suitability requirements for unsupervised work in accordance with the Aged Care Act/ NDIS Act
- Must hold a current driver's licence
- Must hold a current registration to work with vulnerable people
- Must be an Australian Resident or hold an Australian Working VISA
- Intrastate travel will be required

