

Position Description – People Business Partner

Position Title:	People Business Partner	Reports To:	General Manager, People
Supervising:	TBC	Liaises With:	EGM, GM, Care Managers, CCC, Payroll, Employees, Volunteers, Residents

Our Vision:	Care without Compromise		
Our Mission:	<i>“Mayflower with staff works as one to enhance quality of life choices in all aspects of care delivery”</i>		
Our Values:	Compassion	We care for those in need with empathy and understanding	
	Excellence	We strive for quality and distinction	
	Integrity	We are honest, ethical and sincere	
	Respect	We recognise the value, uniqueness and dignity of every	

Position Purpose:	The People Business Partner acts as a strategic advisor and operational partner to business leaders, supporting the achievement of Mayflower’s goals through employee relations and people management initiatives. The People BP will be a trusted advisor for people-related activities including manager capability uplift, managing performance management, employee relations matters and employee wellbeing. The role also includes supporting WorkCover and injury management coordination across sites to maintain compliance and assist with timely return-to-work processes. The role is based out of the corporate Head Office while supporting all Mayflower facilities through regular on site presence		
Qualifications and requirements:	• A tertiary qualification in Human Resources; Business; Management or a related business discipline. • Police Check		

Key Selection Criteria

Essential

- Demonstrates application of contemporary HR strategies, policies and best-practice frameworks supporting organisational and employee performance.
- Accurately interprets and applies industrial instruments and legislation to advise management and staff, achieving compliant and fair outcomes.
- Builds and sustains strong, trusted relationships with leaders and employees, evidenced by positive feedback and proactive collaboration on HR matters.
- Provides effective coaching and guidance to managers and staff, resulting in improved performance management capability and outcomes.
- Strong written and verbal communication skills, including well developed negotiation and influencing capabilities.

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Desirable

- Experience working in Aged Care and/or Not for Profit environment.

Key Accountabilities

Compliance	• Monitor legislative and industrial relations changes to ensure ongoing compliance with Fair Work, WHS, and privacy requirements. • Develop, implement, and regularly review HR policies and procedures to align with legal and organisational obligations. • Conduct or support compliance audits, maintain accurate employment records, and manage workplace investigations as required. • Advise and coach managers on employment law, people related issues, and risk mitigation to promote ethical and compliant practices across the organisation. • Monitor and ensure compliance with all relevant WorkCover and workplace injury legislation, as well as broader HR, industrial relations, and occupational health and safety laws.
Policy and Processes	• Improve and standardise HR operations, policies, and practices across all sites, supporting process efficiency and organisational goals. • Coordinate end-to-end claims management for WorkCover, including injury notification, claim lodgement, liaison with insurers, and claims closure. • Support continuous improvement of all HR and WH&S processes, identifying opportunities for automation or system enhancements.
Reporting	• Utilise people analytics to monitor people and culture, informing strategic P&C projects and decision-making. • Report on the progress and success of wellness, safety, and change initiatives as required
Skills and competencies	• Excellent written and verbal communication skills for drafting policies, coaching staff, delivering training, and managing sensitive claims. • High level of organisational skills, with a focus on confidentiality, attention to detail, and effective time management. • Demonstrated capacity to provide informed and constructive input and feedback to team discussions and assist with and support other staff in dealing with issues. • Knowledge of employment, WorkCover, and health and safety laws, with demonstrated ability to interpret and apply legislative requirements.
Stakeholder Relationships	• Develop and maintain highly effective stakeholder relationships with Managers and team Leaders. • Deliver value-added service to management and employees that align with Mayflower's strategic and business objectives. • Coach and support managers in handling people management and change processes. • Works as part of a collaborative team where the focus is on People providing the highest quality service to our stakeholders, including assisting other team members when required. • Act as the primary HR and WorkCover advisor to managers, providing coaching and guidance on injury management, compliance, and employee relations.

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Projects	• Lead or participate in People projects such as policy reviews, WHS/wellness initiatives, and system implementation. • Contribute people data and HR insights to wider organisational transformation, workforce planning, or cultural change initiatives.
Work Health Safety	• Support Mayflower's work health safety and return to work processes including assisting with committee meetings, communications, reporting and compliance matters. • Comply with the OHS Act 2004 including: ○ Take reasonable care to ensure your own safety, not place others at risk by any act or omission, follow safe work practices and procedures, use and care for equipment as instructed, not wilfully and recklessly interfere with safety equipment, report hazards and injuries, and cooperate with Mayflower to meet OHS obligations.

Key Performance Indicators
• Review, revise and implement People policies and procedures to ensure alignment with legal and organisational obligations. • 100% on time completion for injury notification to claims closure and claims managed in compliance with legislation. • Managers coached on employment law and risk mitigation, with satisfaction or effectiveness feedback scores. • Provision of expert advice to Managers and employees on matters of recruitment, performance management, employee relations, policies and procedures • Support and coach managers including staff counselling, performance management, Workcover and others

I have read, understood and accept the above position description.

Employee Name:		Signature:		Date:	
Manager Name:		Signature:		Date:	

☐ Copy to Employee ☐ Copy to Personnel File

Completed By: (Initials)

Date: / /