

**Name:****Reports to:****HR Manager****Read and Understood All Pages:****Signed**.....**Mercer Job Evaluation: Level 3****Date**/...../.....

Our Vision

Our vision is to be regarded as the most trusted specialist insurer within our core sectors. We will achieve this by delivering on three strategic goals: achieving sustainable profitable growth in our core sectors, having expert and engaged people, and operating profitably and cost effectively to give back to our community.

Our Values

Accountable: Doing what we say we will do

Customer Centric: Putting our customers at the centre of what we do

Ethical: Doing the right thing

Collaborative: Working together to leverage our diversity

People Matter: Respecting, recognising and developing people

Role summary

Reporting to the HR Manager, the HR Business Partner provides strategic and operational Human Resource Management service and support to the employees of Ansvar. This is achieved through fostering strong relationships with dedicated client groups and working closely with the People & Culture team to deliver innovative HR frameworks, processes and policies to drive effective people and performance outcomes for the organisation.

The position is a HR generalist role and requires an understanding of current legislation, Awards, employment case law and the design of people management processes to support the delivery of services.

The HR Business Partner acts proactively to lead and support regular and routine cyclical HR activities as well as responds to business needs adopting a professional, informed and principles based approach. The HR Business Partner is responsible and accountable for the resolution of all HR requests for their client groups.

Key Accountabilities

Business Partnership

- Build and sustain strong working relationships with client groups as a 'trusted advisor' on strategic and operational HR management issues.
- Develop a clear understanding of the business imperatives of the client groups and link these to Ansvar's HR systems, tools and programs
- Develop and implement a relationship management plan, ensuring all key stakeholders across the client groups are identified and their needs are managed according to agreed milestones and outcomes.
- Work closely with the broader People & Culture team to develop greater alignment, understanding and connections between the business divisions and deliver outstanding service across the organisation.
- Develop and maintain proactive working relationships with external stakeholders and service providers, negotiating partnerships that enable the Ansvar to achieve its People strategic objectives.

HR Service Delivery & Improvement

- Provide HR and related support, guidance and advice to Leaders and employees within client groups, to support the achievement of effective teamwork and exceptional performance outcomes.
- Communicate and embed current HR systems and processes and apply new programs, processes and services in client divisions. These include but are not limited to; Recruitment, Selection & Induction; Performance Management; Workplace Relations; Employee Engagement; Learning & Development; Workforce Planning; Succession Planning; HR Policies & Procedures; and employee wellbeing.
- Work collaboratively with the People & Culture team members to ensure delivery of all professional HR services and support across the organisation, to agreed performance standards.
- Identify and promote opportunities and contribute to the development and implementation of service, program or policy improvements that will both enhance Ansvar's employee value proposition and comply with the requirements Ansvar's Board and the Executive.

- Keep abreast of developments within the HR profession and identify opportunities for the application of innovation and HR practices to Ansvar.

HR Project Management

- Lead, manage and implement specified HR projects across the organisation, ensuring a collaborative and disciplined approach to design and execution.

OH&S & Risk Management

- Identify and escalate risks (opportunities & threats) and act in accordance with legislation and Ansvar policy.

Behavioural expectations and competencies

- Passionate about the business and highly motivated to achieve Company objectives
- Responds positively to change
- Passion for delivery of high customer service and meeting deadlines
- Embraces and consistently displays Ansvar's values
- Ability to create a positive working environment
- Flexible attitude with a 'can-do' approach and a willingness to help out as required
- Excellent listening and communication skills plus the ability to receive and provide constructive feedback
- Excellent people skills and ability to build and maintain good relationships with colleagues, business partners and customers
- Highly disciplined, with excellent planning and time-management skills and the ability to work effectively under tight deadlines and pressure
- Very good understanding of the roles of the other business functions
- Excellent team player, assisting by sharing knowledge and skills
- Self-motivated with the ability to work autonomously, use initiative and be proactive

Technical competencies and experience

- Tertiary qualifications in HR or equivalent
- High quality customer service, highly developed interpersonal and relationship management skills in order to liaise, consult, negotiate and influence a wide range of people at all levels within the organisation and maintain strict confidentiality.
- Demonstrated in depth HR experience of 3 – 5 years providing high quality advice and guidance to managers on complex and sensitive people matters, enabling managers to confidently deal with day to day employment issues and bring cases to resolution
- Proven experience providing advice on HR policy, workplace legislation and Awards to employees and leaders
- Strong personal, written and verbal communication skills with the ability to establish rapport and negotiate with key internal and external stakeholders to achieve Company objectives
- Strong computer literacy skills, including sound knowledge of Microsoft Office Suite such as Word, Excel, Power Point, Outlook programs, HRIS and compilation and translation of People metrics
- Ability to engage and influence people working as a part of a collaborative team. Display openness and resilience, inspire others to change and act to make change happen with Ansvar's interests, strategic goals and Mission.
- Demonstrated planning, organisational and project management skills, with the ability to manage multiple projects, achieve required outcomes and meet deadlines.
- Demonstrated commitment to diversity and ethical practice principles and demonstrated knowledge of equal employment opportunity and workplace health and safety, appropriate to the level of the appointment.
- Mercer job evaluation methodology highly desired

Remuneration

Appropriate remuneration will apply.