

Position Description

People & Culture Business Partner

Foodbank Victoria



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| POSITION: | People & Culture Business Partner | LOCATION: | Yarraville |
| | | DIRECT REPORTS: | None |
| REPORTS TO: | Head of People & Culture | APPROVED BY: | Chief Executive Officer Dave McNamara |
| DATE PREPARED: | April 2023 | CEO SIGNATURE: |  |

PURPOSE:

Whether it's everyday emergencies or in times of crisis, Foodbank Victoria has been providing vital food relief to vulnerable Victorians for more than 90 years. Through our network of 533 charity partners across the State, we're able to provide 1.2 million meals a month to Victorians in need. And while supporting our charity partners is at the core of what we do, as the State's dedicated emergency food relief organisation, we're also here to assist Victorians through times of crisis.

Our vision is healthy food for all. We believe that all Victorians should have regular access to healthy food. That's why we work with partners right across the food and grocery sector, from farmers and growers right through to retailers, to source and rescue essential food and grocery items to redistribute to Victorians in need.

As we continue to grow, our Strategy FY23-27 is to take a more data influenced and place-based approach to increasing the volume of food that reaches vulnerable members of the Victorian community. In keeping with the ever changing demographic and geographic make-up of the state's population, we will develop bespoke Community Food Plans to best determine how to reduce food insecurity in each the state's 79 Local Government Areas. We will continue to support established community partners and develop programs and structures where there are none.

THE POSITION:

The People and Culture Business Partner is responsible for delivering on the P&C Strategy and partnering with the business to develop people initiatives, enhance talent management, develop capability, and lead engagement and wellbeing initiatives. This role will partner with the business in all areas of P&C, across case management ER issues, safety and to support Foodbank Victoria management and team to achieve our vision of healthy food for all and sustain our organisational values.

KEY RESPONSIBILITIES:

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Deliver on People & Culture Strategy and People Metrics

- Deliver on People and Culture strategy initiatives and assigned projects
- Business Partner with management and team to deliver on people metrics
- Ensure the Annual Plan is developed and met in conjunction with the Head of People and Culture
- Improve and review engagement survey results to develop initiatives for the business in areas that require improvements
- Ensure that FBV's values and goals are understood and practised through the team
- Provide reports as requested including analysis of data and P&C information that adds value to organisational decision making

Build on Organisational Capability

- Partner with management and team to identify and drive change initiatives that will positively impact culture and develop capability to meet key business objectives, ensure knowledge is shared with stakeholders and approved by Head of People and Culture
- Promote the values of empowerment, accountability, respect and integrity as part of the culture of the organisation
- Assist with employee engagement activities and measurement
- Analyse training needs in conjunction with department managers
- Develop and deliver internal training as directed. Topics may include policy and procedure training, FBV values and other information as necessary
- Partner with managers to understand their current and future resourcing needs

Talent Management

- Coach management and team on talent management processes and regularly conduct talent reviews
- Ensure effective succession plans are in place across the organisation
- Develop and support initiatives to attract and retain talent
- Develop initiatives to enhance and promote engagement across our teams, including identifying talent

Employee Relations

- Partner with the business to ensure timely and successful completion of ER matters including:
 - Grievances
 - Long term ill or injured team members
 - Complaints and workplace investigations
 - Assist with the implementation of Collective Workplace Agreement (CA) outcomes, and measures as well as utilisation of, and adherence to, CA terms and conditions
- Proactively partner with managers to anticipate and address people issues as they arise
- Support managers with performance management, disciplinary and grievance issues
- Partner with managers on implementation and interpretation of policies and processes
- Provide generalist human resource advice, support and coaching as required
- Maintain employee records in accordance with policy and legal requirements
- Draft updates to policy and processes as necessary to ensure compliance with safety, legislation and best practices
- Advise management on pay and other remuneration issues, including promotion and benefits, in line with the CA and the Fair Work Act
- Promotion of LifeWork (EAP)

Engagement, Onboarding & Generalist People & Culture Activities

- Provide remuneration advice and prepare contracts of employment
- Manage on-boarding activities for employees through formal induction and engagement activities, ensuring OHS compliance and FBV values are emphasised.

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KEY RESPONSIBILITIES (CONTINUED)

Self-Management

- Positive participation in regular team meetings
- Inform team members and other departments of relevant information as appropriate
- Willingness to undertake training and development opportunities as appropriate
- Effective time management and organisational skills demonstrated through ability to meet deadlines
- Demonstrates the Foodbank Victoria values of empowerment, accountability, respect and integrity in all work activities

Occupational Health & Safety

- Ensure that Occupational Health and Safety standards and procedures are maintained by all employees, volunteers, and visitors within your department
- Encourage continuous improvement in OHS practices by recommending changes and implementing agreed improvements

Authorisation Level

- Prior approval from your manager is required for any single purchase or financial commitment of \$50 or more and/or any monthly purchase or financial commitment. In the absence of your manager, approval of the CEO or two department managers is required
- All employment decisions must be approved by the CEO

Physical Requirements

- Ability to perform standard office-based tasks including computer use
- Ability to lift items approximately 10kg weight

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ORGANISATIONAL ACCOUNTABILITIES

The organisational accountabilities are the **expected standards of performance** for all roles and levels at Foodbank Victoria.

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| Workplace Health & Safety | <ul style="list-style-type: none"> Actively participate and promote a health and safety culture that believes all incidents are avoidable and strives to create an environment free from injury or illness and operate in accordance with Foodbank Victoria's safety policies and procedures. |
| Culture | <ul style="list-style-type: none"> Drive a positive and proactive customer service culture and demonstrate an active commitment to the culture, vision, and values of Foodbank Victoria. Comply with Foodbank Victoria's Code of Conduct, policies, and procedures, at all times. |
| Information & Communications Technology | <ul style="list-style-type: none"> Protect and manage Foodbank Victoria's information assets in accordance with policy and process requirements. Use Foodbank Victoria's technology appropriately and with respect. |
| Customer Service | <ul style="list-style-type: none"> Demonstrate a comprehensive understanding of the customers of Foodbank Victoria, creating a culture of customer service excellence. |
| Financial Accountability & Governance | <ul style="list-style-type: none"> Models compliance with Foodbank Victoria's Authority and Financial Delegations policy. |
| Corporate Record keeping | <ul style="list-style-type: none"> Ensure that full and accurate records are made for all business transactions conducted on behalf of Foodbank Victoria and that all records are appropriately retained in accordance with Foodbank Victoria's recordkeeping requirements. |

KEY PERFORMANCE INDICATORS:

1. Achievement of Key Results

- People & Culture
- Annual Plan

Measures

- People metrics are delivered to the target such as retention of FBV team and engagement
- Recruitment, onboarding and offboarding requirements actioned within timeframes
- FBV values visible and understood throughout the organisation
- Advice, support and coaching actively provided to managers and employees with appropriate documentation completed
- Process documents are current and transparent to all
- IR/ER issues resolved or escalated to ensure compliance with FWA and collective agreement
- Policies, processes and practices are compliant with Acts and Regulations and meet organisational needs

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KEY PERFORMANCE INDICATORS (Continued)

2. FBV Values and Policies

- Ensure a safe and healthy working environment
- Treat fellow team, clients, suppliers, all others and the environment with dignity, courtesy and respect
- Uphold the principles of equal opportunity and maintain an inclusive workplace free of discrimination, harassment & bullying
- Accept responsibility and accountability for our actions, work performance and the use of property
- Act in ways that maintain our integrity, reputation and the confidentiality of information of all stakeholders
- Act in the spirit, as well as the letter, of the law and Foodbank Victoria's policies
- Report and act upon any known violations of Foodbank Victoria policies

Measures

- 100% compliance with Foodbank Victoria's policies and procedures
- Take part in 1 internal workplace audit every 12 months
- No reported breaches in confidentiality
- All known violations of these FBV guidelines reported to line manager

3. Team Performance

- Provide a flexible and stimulating workplace that encourages honest and effective communication
- Nurture a culture of mutual trust, support and encouragement where everyone's contribution is recognised equally
- Commit to the achievement of Foodbank Victoria's goals and objectives in a manner that promotes enjoyment and satisfaction in our work
- Celebrate excellence
- Act and communicate ethically with all stakeholders
- Adhere to ethical purchasing procedures
- Avoid all conflicts of interest

Measures

- >90% Team meetings attended
- Training programs are achieved
- Review discussions completed

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KEY SELECTION CRITERIA:

Qualifications

- Tertiary qualifications and/or relevant experience as a P&C Business Partner or P&C Advisor, 3-5 years' experience
- Professional development training undertaken
- Willingness to undertake a criminal record check
- Membership of AHRI will be highly regarded

Experience

- Sound understanding of current legislation, P&C practices and remuneration frameworks
- Previous experience in interpreting and providing advice on Enterprise Agreements or award matters
- Experience in managing complex ER matters, particularly workplace investigations
- Experience in resolving disputes such as unfair dismissal applications, adverse action and EEO complaints
- Experience in all P&C generalist activities
- Previous experience in delivering training programs
- Organisational and time-management abilities
- Excellent verbal and written communication and interpersonal skills
- Problem-solving and decision-making aptitude
- Good influencing and coaching skills
- Demonstrated ability to build strong business relationships with managers

Competencies

- Seeks feedback, responds appropriately and takes initiative
- Copes with change, effectively
- Works diligently to meet & exceed accountabilities
- Makes others feel valued
- Is reliable, consistent and fulfils commitments
- Maintains confidentiality
- Works collaboratively
- Plans and organises work efficiently and effectively
- Understands our markets, supply chain and operations
- Identifies opportunities to grow or improve the organisation
- Resourceful and innovative

I agree to abide by Foodbank Victoria's values, policies, and procedures and that this position description clearly outlines the overall responsibilities, physical requirements and duties that are to be carried out as part of this role of which I agree to perform at the best of my abilities. I also understand that the position requirements represent the minimum requirements to perform the duties at the current level.

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| NAME: | |
| SIGNATURE: | |
| DATE: | |