

**POSITION: HR Business Partner -Hester Hornbrook Academy**

**REPORTS TO: Head - Human Resources**

**Hester Hornbrook - Multi Campus locations**

- Bourke Street City,
- High Street Prahran,
- Harvester Road Sunshine
- Kings Way South Melbourne
- Werribee

**DATE UPDATED: October 2024**

## ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM), Hester Hornbrook Academy and MCM Housing – together MCM Group, are leaders and innovators in the provision of services and education to young people. The MCM Group supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

This position specifically supports the Hester Hornbrook Academy, an Independently Registered Senior Secondary School and part of the MCM Group. Hester Hornbrook is a fast growing multi campus Special Assistance School, which provides flexible education and learning options, including VETiS (Vocational Education and Training in Schools), VPC (Victorian Pathways Certificate), VM (VCE Vocational Major), and an extend program offering a variety of elective subjects. Recognising that mainstream education is not suitable for all young people, Hester Hornbrook programs are driven by the personal pursuits of students.

Hester Hornbrook's HOPE – Healing Orientated Program of Education informs our Practice model which ensures the integration of academic intervention and growth with wellbeing and life skills. Teachers, Youth Workers, and Education Support Officers (ESOs) work together in a collaborative manner to support students to reach their individual goals. Hester Hornbrook's students include those who have disengaged from mainstream education, are young parents, currently in or leaving out of home care, experiencing homelessness and those who may be experiencing mental health challenges or learning difficulties

As a social change agent the MCM Group advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

## JOB CONTEXT

The People & Culture (P&C) team provides leadership in the development and provision of HR strategies and practices that position the Melbourne City Mission (MCM)Group as an employer of choice in the sector. The team provides expertise, leadership and support to the MCM Group's operational programs across a range of areas including:

- Payroll, superannuation and salary packaging administration
- Staff attraction and retention
- Organisational development
- Industrial/employee relations and enterprise bargaining
- Workplace Health and Safety and Workcover
- Coordination of HR information systems and workforce reporting
- Performance management

- Workforce planning
- Organisational culture
- Legislative compliance and policy development.

Each Hester Hornbrook classroom is supported by a multidisciplinary team comprised of a teacher/VETis trainer, educational support staff and youth worker. The classroom team collaborates to provide a safe, respectful, and productive learning environment, where learning for wellbeing and wellbeing for learning go hand in hand. The team works in partnership with the students to understand and address the barriers to learning, to set and achieve academic pathways and other life goals. All staff bring different and overlapping skills and experience to the classroom and are required to role model effective teamwork to provide a holistic response to the students' educational needs.

## JOB PURPOSE

The HR/ER Business Partner acts as a strategic partner to support Hester Hornbrook's leaders to effectively align the organisational people strategy with their portfolio's strategic objectives to deliver results that drives employee engagement and delivers quality client outcomes.

The HR Business Partner will support specific functions within Hester Hornbrook; working closely with leaders and staff on campuses providing hands-on and strategic input, insight, and advice on people-related issues: talent management, employee relations, coaching/development, compensation, conflict management, organisational development, and training.

The HR Business Partner will play an essential role in establishing and driving HR programs/talent initiatives forward, while always ensuring alignment with Hester Hornbrook Academy Strategic Plan and Master Plan for Growth.

## JOB OBJECTIVES

### **Deliver high quality employee relations and industrial relations support by:**

- Providing expert advice and support to the Hester Hornbrook Executive and Senior Leadership Teams and staff in relation to the employment lifecycle in line with Awards, the Hester Hornbrook Academy Enterprise Agreements and Hester Hornbrook and MCM Group Policies & Procedures.
- Effectively managing risk and mentoring and coaching the Hester Hornbrook leadership teams to understand risk management and mitigation in people management.
- Supporting, mentoring and coaching the Hester Hornbrook leadership teams to competently manage performance (including probation management) to increase performance or other appropriate outcomes.
- Leading the investigation of workplace allegations, grievances and complaints and making recommendations to facilitate corrective actions and/or other resolutions.
- Partner with WHS on potential Workcover claims and supporting the facilitation of return to work for injured workers.
- Lead the Hester Hornbrook enterprise agreement negotiations to deliver an agreement that complies with employment laws and align with the school Strategic objectives.

- Leading industrial relations matters including engaging with union representatives to effectively manage workplace matters and representing Hester Hornbrook at external meetings such as Fair Work Commission and Victorian Equal Opportunity & Human Rights Commission appearances.
- Delivering professional learning , mentoring and coaching to build people management capability.
- Driving self-leadership and development to achieve personal and professional growth including actively participating in regular supervisions, meetings, and skills development.
- Identifying and contributing to process improvements to create organisational efficiencies and improve user experience for stakeholders.
- Interpreting workforce metrics, to drive whole of school improvement and change and empower leaders to make informed decisions with these tools.
- Travelling to work from different Hester Hornbrook locations to engage effectively with the Hester Hornbrook leadership teams and their workforce to manage workforce needs in a timely manner.

**In conjunction with the MCM Group HR team aligning people strategies with business objectives by:**

- Understanding the portfolio's business and workforce and make appropriate HR considerations for strategy advice, recommendations, and support.
- Implementing and providing guidance on organisational people strategies and initiatives across business units to ensure the benefits and results are experienced across the MCM Group.
- Optimising workforce design to increase productivity and improve Group performance.
- Developing and implementing innovative attraction and retention strategies (including recruitment participation) in line with workforce planning and talent shortage challenges.
- Engaging and maintaining collaborative and effective working relationships with key stakeholders to facilitate positive workforce relations across the MCM Group.
- Leading or participating in workforce and business improvement and innovation projects and initiatives across People, Quality & Safety to deliver new and improved suites of people programs and tools to enhance people management across the MCM Group.

**Ensure the ongoing compliance of the Hester Hornbrook workforce by:**

- Understanding current employment laws and requirements as it relates to people management to ensure compliance and applying to the role's responsibilities.
- Driving improvement opportunities in human resources and industrial relations policies and procedures, to provide best in class and fit for purpose solutions for strategic and operational challenges.
- Driving improvement opportunities in human resources information system(s)' content and design and building continual subject matter expertise and superuser status.
- Providing timely and accurate employment safety screening advice and support and taking actions where appropriate.
- Leading HR and/or workforce compliance audits as they relate to the VRQA registration requirements in a Senior Secondary School Setting.

- Making timely and accurate notifications to reportable conduct schemes and bodies in relation to reportable conduct or misconduct.
- Completing workforce related reporting activities including but not limited to industry employment surveys, government compliance, organisational reporting, etc.
- Ensuring services are delivered in accordance with Hester Hornbrook and MCM Group policies and procedures, legislative requirements, and relevant service standards.
- Performing other duties and responsibilities, as directed by the Human Resources manager or the Executive Principal of Hester Hornbrook Academy or their delegate(s).

## KEY RELATIONSHIPS

This position will have relationships with a diverse range of Hester Hornbrook and MCM Group employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

- |                               |   |
|-------------------------------|---|
| <b>Internal Relationships</b> | <ul style="list-style-type: none"> <li>• Human Resources and broader People Quality and Safety team</li> <li>• Hester Hornbrook leaders and staff</li> <li>• Hester Hornbrook Key Stakeholders, for example students, parents/carers</li> <li>• MCM Group staff and services to ensure a collaborative working relationship across the Group</li> </ul> |
| <b>External Relationships</b> | <ul style="list-style-type: none"> <li>• Professional associations and bodies</li> <li>• Recruitment agencies</li> <li>• Fair Work Commission and legal firms</li> <li>• Unions</li> </ul>  |

## POSITION AUTHORITY

- |               |  |
|---------------|--|
| <b>People</b> | <ul style="list-style-type: none"> <li>• <i>Nil</i></li> </ul> |
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## KEY SELECTION CRITERIA

### Essential:

- Tertiary qualifications in a HR or a related discipline and/or relevant professional experience in an equivalent role.
- Substantial employee relations experience including case management, investigations, EBA negotiations and representing employers at commissions for industrial relations matters.
- Substantial generalist HR knowledge and experience in providing advisory services.
- Demonstrated ability to understand and interpret enterprise agreements, awards and employment legislation as it interacts with workforce management and employee relations.

- Change management and project management capability as it relates to leading and influencing the people impacts of change.
- The ability to translate and implement organisational strategies and initiatives
- Written and verbal communication to effectively engage others, manage conflict and negotiate appropriate outcomes.
- Good understanding of and practical experience with investigating complaints, grievances and allegations.
- Demonstrated ability to interpret and apply workforce data to influence business decisions.
- Excellent stakeholder management and developing good work relationships across the team and the organisation.
- Computer literacy, including proficiency in Microsoft Office suite and web-based systems.
- Current driver licence.
- Satisfactory completion of employment safety screening. This includes: National Police check, International Police check (if required), a Victorian Working with Children Check, qualification verification check, employment history check and the right to work in Australia.

**Desirable:**

- Knowledge or understanding of the HR challenges for the Not-For-Profit (NFP) or education or community services sector.

## ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

**Workplace Health & Safety:**

MCM Group's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM Group policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

**Client Wellbeing and Safety:**

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

**Operational Accountability:**

The MCM Group is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

## COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- All employees are subject to the MCM Group's *Employment Safety Screening Procedure*.
- Have a current and valid Working With Children Check at all times.

## LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
<b>PARTNERSHIPS</b>	<p><b>Influence &amp; Persuasion</b> Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.</p>
<b>PARTNERSHIPS</b>	<p><b>Collaboration &amp; Cooperation</b> Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
<b>PARTNERSHIPS</b>	<p><b>Resolves Disagreements</b> Addresses and resolves conflict constructively. Defuses dispute to achieve mutually beneficial outcomes for all parties.</p>
<b>REPUTATION</b>	<p><b>Doing Our Best</b> Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.</p>
<b>PEOPLE</b>	<p><b>Resilience &amp; Bounce Back</b> Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</p>
<b>PEOPLE</b>	<p><b>Builds Capability &amp; Realises Potential</b> Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
<b>PEOPLE</b>	<p><b>Challenge &amp; Change</b> Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>
<b>PEOPLE</b>	<p><b>Safety First</b> Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

**OUR VALUES**

Employees are expected to commit to and demonstrate MCM’s values:

<b>Together</b>	<p>We are inclusive and accepting of difference.</p> <p>We work in highly effective teams and our people are connected across our organisation.</p> <p>We engage proactively with others to deliver outcomes.</p>
<b>Courageous</b>	<p>We speak up constructively in line with our convictions.</p> <p>We pursue our goals with determination.</p> <p>We are passionate about our advocacy role.</p>
<b>Curious</b>	<p>We are inquisitive and ask why.</p> <p>We challenge the status quo.</p> <p>We actively explore the alternatives.</p>
<b>Open</b>	<p>We are transparent and have genuine, honest interactions.</p> <p>We listen and hear people’s voices.</p> <p>We value and respect the autonomy of clients.</p> <p>We trust one another.</p>
<b>Accountable</b>	<p>We act safely in all our interactions.</p> <p>We manage within our financial and resource boundaries.</p> <p>We own our outcomes and decisions.</p> <p>We are proud of the work that we do.</p>