

Lort Smith Animal Hospital

People & Culture Business Partner – Position Description

Position Title	People & Culture Business Partner
Reporting to	Chief People & Culture Officer
Employment Type	Full time ongoing
Location	Lort Smith, North Melbourne
Direct reports	NA

Position Summary

The People & Culture Business Partner (P&CBP) is a 'hands on' position that will support people leaders across the organisation by providing practical, people-focused advice and guidance throughout the employee life cycle. In addition, this role will support and guide employees as a trusted advisor ensuring they have a positive employee experience throughout their employment with Lort Smith.

Collaborating with teams and leaders, the role will provide day-to-day support across a broad range of P&C activities, including but not limited to recruitment, onboarding, talent management, learning and development, performance management, employee relations, retention, offboarding and change. The position will also have responsibilities for legal and policy compliance and take an active role in supporting injury management and return-to-work processes.

It is expected that the P&CBP will work in a collaborative style and agile manner, sharing their knowledge, ideas, and expertise with others in the P&C and Leadership team to ensure the delivery of a high-quality service to stakeholders.

Responsibilities

Talent Acquisition & Onboarding

- Assist in building a positive employer brand and creating awareness of brand to draw out potential candidates as an employer of choice.
- Manage the end-to-end talent acquisition and selection process, including creating job descriptions, creating job ads, phone screening and interviewing etc.
- Prepare and draft employment agreements.
- Build and maintain relationships with relevant networks and industry sources to identify and attract potential talent, including building talent pipelines.
- Oversee the onboarding process of integrating the newly hired employee into the organisation, ensuring they have a smooth transition and are quickly aligned with Lort Smiths culture and operations.

- Partner with the Chief People Officer to redesign the recruitment and onboarding process, including new system functionality to better deliver an enhanced employee experience.

Performance Management & Review

- Implement a new performance management cycle around a continuous process of planning, monitoring, developing, and reviewing employee performance to align individual goals with organisational objectives including developing the process for setting clear and measurable goals and expectations, providing ongoing feedback and support for growth and assessing progress through regular check-ins.
- Following development manage and administer the Lort Smith performance management program on an annual basis.

Talent & Organisation Development & Change

- Support the Chief of People & Culture to align employee growth and development with the business strategy through the implementation of talent assessments, leadership development and career path planning initiatives that create learning experiences for identified future strategic leaders.
- Conduct skills needs analysis and implement training and intervention programs that bridge the gap between the organisation's needs and desired future state.
- Design and implement organisational change initiatives, conduct culture assessments, and facilitate activities that build effective teams and that boost organisational effectiveness and employee engagement.
- Coordinate employee engagement initiatives and efforts to cultivate a positive organisational culture.

Employee & Industrial Relations

- Provide high-quality industrial and employee relations advice and services to people leaders.
- Assist the Chief People & Culture Officer in industrial relations matters, including Enterprise Bargaining negotiations.
- Manage and resolve workplace conflicts, mediate disputes, conduct investigations, implement and ensure compliance with company policies and labour laws, and manage employee grievances and complaints.
- Manage employee complaints and grievances, ensuring they are addressed and resolved appropriately.
- Provide day-to-day performance management guidance to line management (coaching, counselling, career development, disciplinary actions).

Policy & Compliance

- Policy & Compliance: Implement, communicate, and ensure adherence to company policies and workplace legislation.
- Support the Chief People & Culture Officer to develop policies and procedures.
- Maintain up-to-date knowledge of employment laws to ensure compliance.

Offboarding

- Co-ordinate the separation of staff exiting including arranging exit interviews, separation checklists and closure of personnel files etc.

HR Operations Support & Administration:

- Act as primary point of contact for all people related matters.
- Maintain accurate and confidential employee records.
- Manage HR & careers inbox, escalating issues to appropriate stakeholders as required.
- Utilise HR systems to gather data, track metrics, and to develop effective reporting.
- Assist with developing HR-initiatives and special projects.
- Act as a super user for all HR systems.
- Proactively provide input and develop process improvements across all P&C operations.
- Update P&C related content on the intranet.

Safety, Wellbeing, Injury Management & Return to Work

- Support the Safety & Wellbeing Advisor with development and implementation of OHS policies, procedures, injury management and return to work processes.

Key Relationships

- Line managers
- All employees
- Third party providers

Selection Criteria

Experience

- Tertiary qualifications in Human Resources, or a related discipline.
- 5–8 years' experience in an operational HR or generalist business partnering role, covering the full employee lifecycle such as talent acquisition, employee relations, performance management, HR operations, change management, and training and development.
- Sound knowledge of:
 - contemporary HR management principles and practices.
 - HR/ER case management and risk mitigation.
- Ability to interpret employment legislation, awards, and enterprise agreements.
- Demonstrated experience using HR information systems and strong digital literacy, including advanced Microsoft Office skills.
- Although not essential, experience in managing or supporting injury management and

return-to-work programs would also be advantageous.

Skills & Attributes

- Strong commitment to delivering high-quality outcomes for stakeholders and building respectful relationships at all levels.
- Excellent written and verbal communication skills, with the ability to develop interpersonal relationships with employees at all levels.
- Proven analytical and problem-solving skills, with the ability to develop practical solutions that meet organisational and employee needs.
- Exceptional attention to detail, with flexibility to adapt to changing priorities.
- Creative, resourceful and pragmatic, with a positive “can-do” attitude.
- Team player who is collaborative, dependable and supportive of others.
- Commitment to diversity, inclusion and ethical practice in all interactions.

Other Requirements

- Current motor vehicle driver's licence and ability to travel between North Melbourne and Campbellfield sites as required.
- Willingness to undertake other duties as reasonably directed by management, consistent with the role and organisational priorities.