

Position description

Position title	Senior People & Culture Business Partner
Position number	201092
Classification level	E
Group	Corporate Services
Reports to	Group Manager People & Culture
Location	1010 La Trobe Street Docklands Victoria
Date	November 2023
Tenure	Permanent full-time

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. We work to protect and grow the value of the portfolio, to support a thriving transport system and make travel and living better for all Victorians. With much of our asset portfolio dedicated to rail transport – our land, infrastructure, trams, trains and telecommunication networks – our focus is on strategic asset management and supporting the delivery of better transport solutions.

Whether we're planning and managing the use of transport land, upgrading the telecommunication network or partnering on major infrastructure projects, our job is to ensure the state's assets continue to serve Victoria now and well into the future.

Our core functions include:

- delivering telecommunications infrastructure and services that form the backbone of the transport network from signalling, driver communications, public information displays and myki ticketing
- managing land set aside for transport purposes, including the development and sale of land no longer required for transport to optimise its use
- generating income through land sales and commercial leases that is reinvested into the state's transport system
- providing project management, engineering and construction services to deliver a range of government transport projects from Victoria's Big Build to station and car park upgrades
- managing transport facilities and assets, including the open access Dynon Rail Freight Terminal, heritage buildings and environmental preservation.

VicTrack's Telecommunications Network is deemed 'vital critical infrastructure' – being of state significance and therefore critical to the continuity of the supply of essential services to the state, and to the overall economic and social wellbeing of Victorians.

VicTrack is the custodial owner of most of Victoria's tourist and heritage assets and performs the role of Tourist and Heritage Registrar.

Our business groups

Our business is made up of three specialist delivery groups – Property, Telecommunications and Project Delivery – supported by Corporate Services and Strategy & Innovation.

Our vision

As a part of the transport portfolio, we share a common vision as defined in the *Transport Integration Act 2010*:

“To meet the aspirations of Victorians for an integrated and sustainable transport system that contributes to an inclusive, prosperous and environmentally responsible state”.

In realising this vision, we are working towards a transport system that promotes:

- social and economic inclusion
- economic prosperity
- environmental sustainability
- integration of transport and land use
- efficiency, coordination and reliability
- safety, health and wellbeing.

Our mission

To protect and grow our rail transport assets and drive reinvestment to service Victorians now and into the future.

Our values

- Professional – We make decisions with integrity and respect. By behaving professionally and ethically we win the trust of our colleagues, stakeholders and customers.
- Collaborate – We collaborate to get things done efficiently and effectively. We have greater opportunity through leveraging our collective knowledge, building stronger bonds and respecting each other.
- Achieve – We perform our roles with integrity and skill. We hold ourselves accountable for delivering what is needed and own both our successes and mistakes.
- Innovate – We embrace all new ideas that bring about change that adds value. We become more efficient, effective and competitive.

Dimensions

Reporting relationships

The Senior People & Culture Business Partner reports to the Group Manager People & Culture and works closely with Executive General Managers, Group Managers and people leaders in the relevant business groups. The position has two ongoing direct reports, but from time to time may engage and supervise limited tenure and casual employees and/or contractors.

Direct reports: 2

Purpose of the position

The Senior People & Culture Business Partner is a member of the People & Culture leadership team and is responsible for providing leadership and direction to the Business Partnering team.

Through providing sound advice on employee and industrial relations and initiatives in partnership with the business and relevant work groups, the role enables the VicTrack people strategy to be delivered. In addition, the role will support the Group Manager People & Culture to develop and implement the People & Culture strategy, projects and initiatives and embed them in the business groups' operations.

Key accountabilities/functions

- Provide leadership to the Business Partner team to partner with the business by providing solutions to complex problems, ensuring effective service delivery and consistent advice across the organization.
- Establish business partnering service levels and metrics by which the value and contribution of the business partnering function to VicTrack can be measured
- Provide leadership and coaching to the People & Culture Business Partner team to support line managers to provide exemplary people management
- Build and maintain influential relationships with key senior internal and external stakeholders, including transport partner peer groups, employee groups and unions to deliver outcomes
- Direct accountability by leading the Business Partnering team around implementation of the P&C policies and programs, including relevant components of the People & Culture strategy
- Lead the delivery of the annual Individual Performance Management scheme.
- Manage change programs in accordance with the provisions of the Enterprise Agreement
- Support the delivery of organisational development, talent management and learning and development activities, in conjunction with P&C leadership to improve the capability and capacity of the VicTrack workforce
- Support the Business Partners in the review and monitoring of People and Culture policies and procedures to ensure they are relevant and up to date
- Manage complex Employee Relations cases including disciplinary action, grievances and termination
- Provide professional advice to managers on employment conditions and the interpretation and application of the Enterprise Agreement and organisational policies and procedures

Customer focus

VicTrack staff practise customer focus by recognising the importance of valuing customers (internal and external) and ensuring that all activities are oriented towards meeting customer needs. We listen to customers about their expectations and focus on delivering solutions that address their needs. Customer focus also includes proactively seeking and acting on feedback to enhance the customer experience.

Safety and environmental responsibilities

Ensure safety and environmental instructions are adhered to and report any inappropriate practices and incidents. Comply with the *Occupational Health and Safety Act*, as it applies to self, tenants and customers, and environmental legislation in regard to preserving the environment.

Rail safety

All staff who may be required to come into contact with rail activity, including design work and the management of other staff, must:

- be responsible for their actions where those actions can in any way affect or compromise railway safety
- be aware of the railway safety requirements associated with their duties and responsibilities
- take whatever action is possible to prevent unsafe conditions and/or incidents

- report any railway safety problems/hazards to the Manager Safety
- safely access the rail corridor.

Individual attributes

Qualifications

- Required tertiary qualifications in Human Resources or equivalent
- Tertiary qualification in Employment Law/Industrial Relations is highly desirable

Knowledge and experience

- Proven senior Human Resources experience ideally within a multi-functional complex organisation providing support, coaching and advice at all levels
- Demonstrated knowledge and application of industrial relations legislation and government policies as it relates to enterprise agreements and managing performance, grievances and terminations
- Proven experience in providing input into the development of an industrial and employee relations strategy
- Experience in undertaking workplace investigations
- Experience executing organisational change/transformation efforts and demonstrated knowledge of a change methodology
- Experience as a trusted advisor, with skills to consult, counsel and support managers across a broad range of people related matters

Skills

- Ability to collaborate effectively with stakeholders at all levels of an organisation to achieve and deliver results
- Skilled in leading a team of staff to foster a strong sense of professionalism amongst staff with an emphasis on quality and client-oriented service
- High level analytical and conceptual skills
- Strong ability to influence stakeholders to support the delivery of outcomes
- Proven ability to deliver programs and tools and facilitate information to groups
- Highly developed written communication skills including the ability to prepare clear and comprehensive documentation, reporting and executive papers
- Highly organised and able to prioritise conflicting deadlines and manage the expectations of others

Interpersonal and other features

Internal relationships

- People & Culture team
- Senior Leadership team members
- Executive Leadership team members
- VicTrack Union delegates

External relationships

- Industrial bodies including Unions
- Government departments and agencies
- Transport partner peers
- Third party providers including legal practitioners