

Position description

Position title	People & Culture Business Partner
Position number	200047
Classification level	D
Group	Corporate Services
Reports to	Senior Manager Business Partnering
Location	1010 La Trobe Street, Docklands
Date	September 2024
Tenure	Permanent full time

Our organisation

VicTrack is custodial owner of 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 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 two specialist delivery groups – Property and Telecommunications – supported by Corporate Services, Strategy & Transformation and the Office of the Chief Executive.

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 People & Culture Business Partner reports to the Senior Manager Business Partnering.

Budget

N/A

Purpose of the position

The People & Culture Business Partner provides day to day people related advice, coaching and support across a designated business group. This position will deliver the People & Culture strategic priorities, corporate plan, projects and initiatives and embed these activities within the designated business group.

As an integral member of the business group leadership team, contribute to actions to measurably drive organisation performance, including team effectiveness, organisation culture, employee engagement and leadership capabilities.

Key accountabilities/functions

- Partner with the people leaders across the business to provide responsive, accurate and timely advice, support and coaching on all manner of people related matters.
- Support the delivery of organisational development, talent management and learning and development activities, planning and projects in conjunction with P&C leadership to improve the capability and capacity of the VicTrack workforce.
- Assist with and participate in the recruitment process of staff across the organisation in line with VicTrack and Victorian Government policies and procedures. This includes providing coaching and guidance to management in using VicTrack's e-Recruitment system.
- Report on and provide analysis of key HR metrics (including absenteeism, turnover, training, workforce profile). Identify trends in the HR metrics and liaise with leaders on potential education programs and solutions as appropriate.
- Take an active role in the change management process to mitigate risk to the organisation and support and guide successful implementation of key organisational outcomes.
- Contribute to the development, review and monitoring of People & Culture policies and procedures to ensure they are relevant and up to date.
- Manage Employee Relations cases including performance management, 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.
- Coordinate the delivery of People & Culture cyclical activities such as annual and interim performance management and salary reviews.

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

- Tertiary qualifications in Human Resources, Business Management, Commerce or equivalent (essential).

Knowledge and experience

- Proven generalist Human Resources experience ideally within a multi-functional complex organisation providing support, coaching and advice at all levels
- Knowledge and application of industrial relations legislation and government policies as it relates to enterprise agreements and managing performance, grievances and terminations
- Experience as a trusted advisor, with skills to consult, counsel and support managers across a broad range of people related matters
- Experience in administration and reporting within a HRIS

Skills

- Ability to develop effective working relationships across all levels within the business
- 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 and reporting
- Highly organised and able to prioritise conflicting deadlines and manage the expectations of others

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers