

Position description

People & Culture Business Partner

Position title	People & Culture Business Partner
Position number	201286
Classification level	D
Position type	Permanent
Group	Corporate Services
Division	People & Culture
Reports to	Senior Manager, Business Partnering
Usual place of work	1010 La Trobe Street, Docklands
Date	June 2026
Conditions	Full time (flexibility will be considered)

Our organisation

VicTrack owns Victoria's rail transport land, assets and infrastructure. As a commercially focused government agency delivering for Victoria, 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.

About the group

Our business is made up of specialist delivery groups – Property and Telecommunications – supported by Corporate Services and the Office of the Chief Executive.

This position is based in **Corporate Services**.

The Corporate Services group provides the daily support needed to run VicTrack's operations. It is responsible for a wide range of specialist functions that enable our business to be accountable, transparent and operate effectively including Finance, IT & Digital, People & Culture and Procurement.

About this position

Reporting relationships

This position reports directly to the Senior Manager, Business Partnering.

Delegations / Budget

N/A

Purpose of the position

The People & Culture Business Partner position provides day-to-day people-related advice, coaching, and support to a designated business group. This position delivers People & Culture (P&C) strategic priorities, corporate plans, and "Future Ready" initiatives, embedding these activities within the business unit to measurably drive performance, team effectiveness, and leadership capabilities.

Key accountabilities/functions

Position accountabilities

1. **Business advisory:** Partner with people leaders across the business to provide responsive, accurate, and timely advice and coaching on all manner of people-related matters.
2. **Functional support:** Support the delivery of organisational development, talent management, and learning and development activities in conjunction with P&C leadership to improve workforce capability.
3. **Recruitment and onboarding:** Assist and participate in the recruitment process in line with VicTrack and Victorian Government policies, providing guidance to managers on using e-recruitment systems.
4. **Data analytics:** Report on and provide analysis of key P&C metrics, such as turnover and absenteeism, to identify trends and liaise with leaders on proactive education programs and solutions.
5. **Change management:** Take an active role in the change management process, including organisational design, to mitigate risk and support the successful implementation of organisational outcomes.
6. **Employee relations:** Manage employee relations cases, including performance management, disciplinary actions, grievances, and terminations, ensuring compliance with the Enterprise Agreement.
7. **Operational excellence:** Contribute to the development, review, and monitoring of P&C policies and procedures to ensure they remain relevant, streamlined, and up-to-date.
8. **Cyclical activities:** Coordinate the delivery of P&C cyclical activities, such as annual and interim performance management (IPM) and salary reviews.
9. **Continuous improvement:** Identify and recommend continuous improvement initiatives across P&C processes and services, using data, feedback and experience to improve effectiveness and employee experience.
10. **Other duties as required:** In line with Section 31A of the Public Administration Act 2004 (Vic) other duties may be assigned consistent with employment classification, skills, and capabilities.

Key selection criteria

1. **Generalist human resources (HR) expertise:** Proven generalist HR experience, ideally within a multi-functional complex organisation, providing support and advice at all levels.
2. **Industrial relations knowledge:** Demonstrated knowledge and application of industrial relations legislation as it relates to enterprise agreements and managing performance, grievances, and terminations.
3. **Stakeholder relationship management:** Ability to develop effective working relationships and influence stakeholders across all levels of the business to support people outcomes.
4. **Analytical and conceptual skills:** High-level analytical skills with the ability to interpret data and report on P&C metrics within a HR information system (HRIS) to inform business decisions.
5. **Program and tool delivery:** Proven ability to deliver programs and facilitate information to groups while managing conflicting deadlines and expectations.
6. **Communication excellence:** Highly developed written communication skills, including the ability to prepare clear documentation, reports, and relevant correspondence.

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 your line manager and the Health & Safety team
- safely access the rail corridor.

Individual attributes

Qualifications and experience

1. **Mandatory:** Tertiary qualifications in Human Resources, Business Management, Commerce, or equivalent.
2. **Experience:** Experience acting as a trusted advisor with the skills to consult, counsel, and support managers across a broad range of people matters.

Interpersonal and other features

Internal relationships

- All VicTrack employees

External relationships

- All VicTrack customers
- Vendors and/or suppliers

Ordinary hours of work

Ordinary hours of work are Monday to Friday between 6:00am and 6:00pm.

Why work for VicTrack?

Our mission

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

Our vision

Working at VicTrack provides people with the opportunity to contribute to creating thriving places and connected communities for all Victorians. Some of the benefits that we provide our people are listed on our website and can be accessed via: [Careers at VicTrack](#)

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:

1. social and economic inclusion
2. economic prosperity
3. environmental sustainability
4. integration of transport and land use
5. efficiency, coordination and reliability
6. safety, health and wellbeing.