

# Role Description

## People Partner - Recruitment



Cluster	Department of Communities & Justice
Agency	Aboriginal Housing Office
Division/Branch/Unit	Strategic Support / People Strategy & Development / People Support
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	223111
PCAT Code	1224992
Date of Approval	June 2022
Agency Website	<a href="http://www.aho.nsw.gov.au">www.aho.nsw.gov.au</a>

### Agency overview

The Aboriginal Housing Office (AHO) is part of the Department of Communities & Justice, Homes NSW Division.

The AHO is a statutory authority, established under the Aboriginal Housing Act 1998 (NSW) and plans, administers, and expands the policies, program, and asset base for Aboriginal housing in NSW. This includes resource allocation, sector-wide policy, strategic planning, and monitoring outcomes and performance in the Aboriginal community housing sector. To achieve this, AHO receives funding from both the NSW and the Australian Governments.

The AHO manages and coordinates a substantial annual capital works program, and the development and implementation of a range of financial and resourcing strategies throughout the state.

The AHO works in partnership with Aboriginal Community Housing Providers (ACHP) and Aboriginal communities in delivering housing program and developing housing policy and standards. AHO has also strived to build the skills of Aboriginal people in the sector to improve the management of both their properties and their organisations for a better tomorrow for everyone.

Its functions are guided by the principles of self-determination and self-management for Aboriginal people. In addition, the AHO has an important role in facilitating and improving employment and training opportunities for Aboriginal people within the Aboriginal community housing sector.

Working with the Aboriginal AHO Board, the AHO provides housing assistance for Aboriginal and Torres Strait Islander people and an increased range of housing choices, especially for those members of the community most in need.

### Primary purpose of the role

The People Partner - Recruitment delivers operational and technical human resource recruitment advice to clients to effectively manage recruitment requests and achieve change and business improvement outcomes

and supports the Senior People Partner through optimising the use of recruitment information to support workforce planning and analytics.

## Key accountabilities

- Develop, analyse and manage systems and processes to support AHO recruitment activities and delivery of services such as Briefing Note drafting, recruitment planning, ad-writing assistance and advice on contingent labour, temporary and ongoing appointments.
- Participate in project teams and coordinate and manage designated recruitment project activities to achieve AHO recruitment objectives.
- Provide advice to clients to develop awareness of recruitment policies, to promote compliance and facilitate best practice outcomes and mitigate risk.
- Provide recruitment support to the People Strategy & Development team that is in line with policy and legislative requirements and facilitates best practice outcomes.
- Role model high standards of professional behaviour and ethics and ensure behaviour is consistent with the Code of Ethics and Conduct, values and policies.
- Escalate issues to leadership as necessary.

## Key challenges

- Maintaining constantly evolving knowledge of recruitment best practice and supporting the application of current and future workforce resourcing with attention to the unique staffing challenges faced by Aboriginal Housing Office.
- Maintaining knowledge of relevant internal information systems and processes.
- Acting as a conduit for information flow between the Hiring Managers, DCJ Talent Acquisition and Contractor Central.

## Key relationships

Who	Why
<b>Internal</b>	
Senior People Partner	<ul style="list-style-type: none"> <li>• Provide support and sound input regarding recruitment initiatives and innovation</li> <li>• Provide information regarding recruitment issues, workforce information and status of projects</li> </ul>
People Strategy & Development Team	<ul style="list-style-type: none"> <li>• Work collaboratively with team members to achieve business outcomes for clients</li> <li>• Keep team apprised of Recruitment status of all Contingent Labour, Temporary and Ongoing positions.</li> </ul>
AHO Executive and Leadership Team	<ul style="list-style-type: none"> <li>• Provide accurate and timely advice and support regarding recruitment initiatives, practices and workforce information</li> <li>• Support adoption of best practice recruitment strategies and programs where there are conflicting interests and opinions</li> <li>• Provide advice to resolve recruitment issues and provide solutions to problems</li> </ul>

Who	Why
	<ul style="list-style-type: none"> <li>• Provide information regarding agency and sector wide recruitment policies and standards.</li> <li>• Ensure compliance with agency and sector rules and legislation</li> </ul>

**Role dimensions**

**Decision making**

- Acts in consultation with the Manager, People Partners in delivering client and departmental outcomes.
- Prioritises and manages multiple tasks and demands including matters with critical turnaround times required by internal clients, including clients’ Executive and management teams.
- Makes day to day decisions and provides guidance on appropriate courses of action that might be taken to address human resources issues.
- Exercises discretion in determining the approach to work undertaken by the role and is responsible for interpretation and recommendations made.

**Reporting line**

Senior People Partner

**Direct reports**

Nil

**Budget/Expenditure**

Nil

**Essential requirements**

- Demonstrated understanding of Aboriginal cultural beliefs and attitudes and of the socio-economic position of Aboriginal people within Australian society, and of their impacts in relation to housing.
- High level knowledge of human resources legislation, policies, practices and strategies.
- Sound experience in implementing client focused human resource strategies, programs and services.
- Demonstrated experience in the use of human resources management information systems (HRMIS).

**Capabilities for the role**

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.



**Focus capabilities**

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.


The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.




## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	<b>Act with Integrity</b> Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> <li>• Represent the organisation in an honest, ethical and professional way and encourage others to do so</li> <li>• Act professionally and support a culture of integrity</li> <li>• Identify and explain ethical issues and set an example for others to follow</li> <li>• Ensure that others are aware of and understand the legislation and policy framework within which they operate</li> <li>• Act to prevent and report misconduct and illegal and inappropriate behaviour</li> </ul>	Adept
 Relationships	<b>Communicate Effectively</b> Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> <li>• Tailor communication to diverse audiences</li> <li>• Clearly explain complex concepts and arguments to individuals and groups</li> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>	Adept
	<b>Commit to Customer Service</b> Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> <li>• Take responsibility for delivering high-quality customer-focused services</li> <li>• Design processes and policies based on the customer's point of view and needs</li> <li>• Understand and measure what is important to customers</li> <li>• Use data and information to monitor and improve customer service delivery</li> <li>• Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers</li> <li>• Maintain relationships with key customers in area of expertise</li> <li>• Connect and collaborate with relevant customers within the community</li> </ul>	Adept
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> </ul>	Intermediate

## FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Acknowledge outcomes that were achieved by effective collaboration</li> <li>Engage other teams and units to share information and jointly solve issues and problems</li> <li>Support others in challenging situations</li> <li>Use collaboration tools, including digital technologies, to work with others</li> </ul>	
	<b>Influence and Negotiate</b> Gain consensus and commitment from others, and resolve issues and conflicts	<ul style="list-style-type: none"> <li>Negotiate from an informed and credible position</li> <li>Lead and facilitate productive discussions with staff and stakeholders</li> <li>Encourage others to talk, share and debate ideas to achieve a consensus</li> <li>Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes</li> <li>Influence others with a fair and considered approach and sound arguments</li> <li>Show sensitivity and understanding in resolving conflicts and differences</li> <li>Manage challenging relationships with internal and external stakeholders</li> <li>Anticipate and minimise conflict</li> </ul>	Intermediate
 Results	<b>Deliver Results</b> Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> <li>Seek and apply specialist advice when required</li> <li>Complete work tasks within set budgets, timeframes and standards</li> <li>Take the initiative to progress and deliver own work and that of the team or unit</li> <li>Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>Identify any barriers to achieving results and resolve these where possible</li> <li>Proactively change or adjust plans when needed</li> </ul>	Intermediate
	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence</li> <li>Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience</li> <li>Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience</li> </ul>	Adept

## FOCUS CAPABILITIES


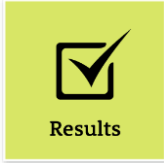
Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> <li>Seek contributions and ideas from people with diverse backgrounds and experience</li> <li>Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness</li> <li>Identify and share business process improvements to enhance effectiveness</li> </ul>	
	<b>Project Management</b> Understand and apply effective planning, coordination and control methods	<ul style="list-style-type: none"> <li>Perform basic research and analysis to inform and support the achievement of project deliverables</li> <li>Contribute to developing project documentation and resource estimates</li> <li>Contribute to reviews of progress, outcomes and future improvements</li> <li>Identify and escalate possible variances from project plans</li> </ul>	Intermediate

## Complementary capabilities


*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Adept
	Demonstrate Accountability	Be proactive and responsible for own action, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational

## COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational