



WISE MANAGEMENT SERVICES

# Human Resources Business Partner

Position Description

November 2023

## About the Wise Group and Wise Management Services

The Wise Group is a Peak Performing organisation. Peak Performance is about enabling individuals and organisations to continuously exceed their best in the pursuit of an inspiring purpose. It's a journey not a destination and it's about becoming the best we can be. Every day we can all do just a little bit better.

Our greatest imaginable challenge here at Wise Management Services is to become one of the best infrastructure services by the standards of any industry and widely influential as a role model workplace. Our work and initiatives are guided by our True North which is to create the conditions to do great work. We believe that work should be a source of wellbeing and we support all the Wise Group entities to achieve their goals. And this is where you come in! Your role plays an important part in us achieving this together.

The People and Culture team is committed to providing the highest quality people and culture services, and creating an employment experience that aligns to the Wise Group's spirit and beliefs. Our dedicated and professional team of specialists work in the areas of Human Resources, Recruitment, Safety, Wellbeing and Organisational Development.

We aim to be at the leading edge of excellent People and Culture knowledge and practice. We exist to provide exceptional people and culture services to the Wise Group leaders and employees to ensure we have the right people working on the right things at the right time in the right way all, whilst keeping the right attitude and aligning to our culture.

## About the role

### Reports to

Human Resources Manager – Wise Management Services

### Position purpose

Building trusting relationships is absolutely key to making the most of this role.

The HR Business Partner coaches, delivers solutions and ultimately influences at all levels of the organisation, from Chief Executive, Senior Management, Team Leaders, and Employees.

Working with portfolios, you're responsible for guiding our people through all areas of HR from employment relations, performance, development and engagement. You'll balance the business as usual work with strengths coaching, projects and working across the team.

Working in a portfolio model you will manage the relationships directly and develop a deep understanding of the business and our people to effectively deliver the full suite of HR services.

### Key interactions

- Wise Group Chief Executives
- Wise Group Leadership Teams
- Wise Group staff
- Wise Management Services

- Wider People and Culture Team

## Strengths important to the role

- **Achiever.** Working hard and possess a great deal of stamina, taking immense satisfaction in being productive.
- **Analytical.** Search for reasons and causes, have the ability to think about all of the factors that might affect a situation.
- **Communication.** Finding it easy to put thoughts into words, a good conversationalist and presenter
- **Strategic.** Creating alternative ways to proceed and when faced with any given scenario, can quickly spot the relevant patterns and issues.
- **Developer.** Recognise and cultivate the potential in others, spotting the signs of each small improvement and derive satisfaction from evidence of progress
- **Maximiser.** Focus on strengths as a way to stimulate personal and group excellence seeing to transform something strong into something superb
- **Relator.** Enjoying close relationships with others, finding deep satisfaction in working hard with friends to achieve a goal
- **Restorative.** Adept at dealing with problems, good at figuring out what is wrong and resolving it.
- **Woo.** Derive satisfaction from breaking the ice and making a connection with someone.

## Areas that play to your strengths (key accountabilities)

### Stakeholder engagement

Deliver prompt, efficient, personalised service to our customers. Develop strong relationships across all levels of the Wise Group and be a trusted partner and influencer.

### Employment relations

Provide substantial policy and process advice, by partnering closely with managers and Chief Executives, including coaching and assistance on performance, disciplinary, restructuring, mediations, and grievances matters, while ensuring Wise Groups best interests.

### Build capability

Take a coaching approach to build your portfolio's capability to innovate and deliver on expectations.

### Champion core methodologies

Learn, apply and implement the Wise Groups solutions, including those relating to coaching, remuneration, and our One and All survey.

### Project work

Contribute to our People and Culture projects, leveraging your experience and strengths.

## About you

### Your knowledge and skills

- Experience in employment relations processes.
- Experience solving complex business issues and delivering significant impact as an individual contributor.
- A track record of personal accountability, strong work ethic, integrity, and proven organisational skills with attention to detail.
- Ability to partner closely with a wide mix of managers and stakeholders.
- Excellent communication and interpersonal skills, with proven ability to take initiative and build strong, productive relationships.

### Your qualifications

- Relevant degree or equivalent practical experience.
- Relationship management experience.

### Your experience

- You'll have a minimum of five years' experience in a generalist HR position, with experience in all aspects of employment relations, disciplinary and investigation processes.