

BOWRA & O'DEA

FUNERAL DIRECTORS

HUMAN RESOURCES ADVISOR (GENERALIST ROLE)

Are you an experienced HR Advisor looking for your next career step into management? Do you have solid HR generalist experience?

Bowra & O'Dea Pty Ltd is WA's premier family owned and operated funeral directors; its brands include Bowra & O'Dea and Leanne O'Dea Funeral Directors (*the female funeral division*). The O'Dea family and their staff have been committed to providing outstanding service to their clients since 1888.

We currently have an excellent opportunity for an experienced Human Resources Generalist to join our team at Bowra & O'Dea based in Highgate. Reporting directly to the CEO this role would be the focal point for all HR enquiries and processes with the opportunity to take the HR division to the next level, in our growing business.

As a true generalist, your day will include managing the HR function for Bowra & O'Dea inclusive of performance planning and management, recruitment & retention, return to work, workers compensation and WHS whilst providing guidance and support to all levels of management and staff.

To be successful in this role, you will have the following knowledge and experience:

- Tertiary qualifications in Human Resources, and/or Industrial Relations or a combination of qualifications and relevant experience.
- Minimum 5 years' experience working within a generalist Human Resources role in a medium to large company.
- Strong experience and well developed knowledge of industrial relations legislation, employment awards and human resources principles and practices
- Extensive experience with recruitment and retention.
- Manage and oversee performance management issues, dispute resolution, grievances, workplace investigations and a range of complex and sensitive HR,IR/ER issues.
- Demonstrated ability to guide, mentor and develop staff, deliver constructive feedback and deal with under- performance promptly and sensitively.
- Ability to provide accurate interpretation of Industry Awards and Enterprise Agreements.
- Developed and maintained HR systems to ensure compliance with all relevant legislations, creating new organisational policies and procedures
- Managed worker's compensation claims and return to work plans
- Critical thinking, problem-solving and decision-making aptitude.
- Ability to work independently on a day to day basis, and collaborate with Senior Staff Members.
- Excellent attention to detail with strong administrative and procedural skills.

What we can offer you:

- Remuneration in line with experience
- Free parking
- Work closely with the CEO and Senior Management Team
- Be part of a growing company and opportunity to make the HR division your own.

Please note that applicants must have the right to live and work in Australia, and have a reliable vehicle and a full clean WA drivers licence.

If this role appeals to you then you are encouraged to apply, applications must contain your resume and a covering letter stating why you believe you are suitable for the position. Your application may be sent by email to employment@bowraodea.com.au.

Applications close 5pm (AWST) on Friday, 17.09.2021

BOWRA & O'DEA

FUNERAL DIRECTORS

DUTY STATEMENT

HUMAN RESOURCES ADVISOR

Our Mission

To provide quality funeral service and facilities with respect, care and understanding for the families we serve.

Our Values

- *To provide customer service excellence, through continuous staff training and development.*
- *To be professional and ethical at all times.*
- *To treat the deceased with compassion, respect and care.*
- *To provide a safe and caring workplace where people can achieve with pride.*

Our Goal

To be the leader in Funeral Services

KEY RESPONSIBILITIES

The Human Resources Advisor is directly responsible to the Chief Executive Officer (CEO).

The Human Resources Advisor will work collaboratively with the CEO to proactively and professionally provide guidance and support to all levels of management and staff ensuring the effective and efficient provision of responsive, contemporary, human resources systems that reflect best practice.

POSITION RESPONSIBILITIES

Duties in relation to the position include, but are not limited to, the following —

1. Generalist HR Duties

- (a) Manage one-on-one meetings with potential employees and act as a point of contact, providing advice and support.
- (b) Manage and oversee performance management issues, dispute resolution, grievances, workplace investigations and a range of complex and sensitive HR, IR/ER issues.
- (c) Responds appropriately and promptly to general HR queries and provide sound and authoritative advice as the contact point for employee questions and advice.
- (d) Maintain employee records according to policy and legal requirements.
- (e) Provide human resources advice and support on policies and procedures and the interpretation of enterprise agreements and relevant awards.

- (f) Tracking staff movements such as promotions, leave, remuneration and allowances, probations, terminations and other employee lifecycle activities via tracking spreadsheets.
- (g) All day to day HR administration and processes
- (h) Maintain key, remote and time card register and issue property as authorised.
- (i) Compile relevant employment documentation including contracts, statements of service, and other employee requests.
- (j) Produce data and provide data analysis relating to staff for monthly board reporting and ad hoc reporting as requested.
- (k) Input HR related data into CHRIS21, eg drivers licence and clearance info.
- (l) Ensure staff statistic records are up to date at all times (includes ensuring Driver's Licences are current).
- (m) Implement, maintain, and continuously improve the HR system to ensure compliance with all relevant legislations, create new organisational policies and procedures.
- (n) Work with Finance Manager on payroll enquires

2. Recruitment & Retention

- (a) Coordinate recruitment and selection process including advertisements, applicant screening, pre-screens, booking interviews, reference checks, making offers of employment, creating new starter packs and inducting new employees.
- (b) Organise pre-employment medical examinations and Function Testing appointments. Maintain and monitor vaccination process, eg Hep B, tetanus & flu shots.
- (c) Ensure drivers licence, traffic infringement and National Police Clearances are in hand and other clearance requirements.
- (d) Produce accurate employment contracts.
- (e) Fit out new staff for a uniform and order name badges.
- (f) Assist the Development Manager and Operations Manager with probation programs and implementing the training schedule for new staff.
- (g) Guide, mentor and develop staff, deliver constructive feedback and deal with under- performance promptly and sensitively.
- (h) Conduct exit discussions with departing staff as required.

3. Workers' Compensation

- (a) Manage all Workers' compensation claims on the company's behalf.
- (b) Confidential liaison with staff, medical practitioners and the insurer in relation to claims and return to work programs
- (c) Advise work restrictions to relevant staff.
- (d) Ensure all paperwork is completed within required timeframes, and all invoices are sent to the insurance company to reimburse to the employee.

4. Workplace Health and Safety

- (a) Return to Work Rehabilitation Coordination.
- (b) Ensure personal health and safety at work and that of others, complying with relevant Occupational Health and Safety requirements
- (c) Manage and follow up on Workplace Hazard Inspections and file accordingly.

- (d) Keep records of accident/incident forms and ensure relevant staff are aware of information for actioning.
- (e) Ensure six monthly electrical and fire service inspections are attended to and documentation is current and filed accordingly.
- (f) Organise other external health and well-being initiatives as required (eg annual flu vaccination).

5. General

- (a) Conduct research as required for the CEO and provide findings.
- (b) Keep the CEO apprised of 'events' (eg employee relations matters) as they arise.
- (c) Coordinate Human Resources projects as required.
- (d) Assist with the organisation of the staff service event.
- (e) Other duties as directed by the CEO.

6. Work Standards

Work collaboratively and respectfully with all staff and continually strive to fulfil the following standards and work ethics.

- (a) Punctual.
- (b) Display an excellent standard of personal presentation.
- (c) Project a warm, welcoming and helpful approach when dealing with all clients and enquiries, using initiative and willingness to appropriately assist mourners.
- (d) Careful, accurate and thorough approach to documentation (electronic and/or hard copy). Prepare and present all documents in a professional format, with particular attention to detail including compliance with legislative requirements.
- (e) A high standard of organisational skills, with the ability to coordinate numerous tasks at the same time and to work under pressure.
- (f) Deal calmly and effectively with emotionally difficult situations.
- (g) Maintain a good standard of computer skills.
- (h) Be willing and flexible to adapt to changed situations at short notice.
- (i) Maintain a current WA Driver's Licence and sound driving record.

STAFF EXPECTATIONS

1. Maintain a commercial awareness appropriate to the industry and promote the Company at every opportunity.
2. Excellent client service; being flexible, identifying their needs, including appropriate sensitivity and helpfulness, demonstrating discretion, tact and diplomacy.
 - (a) Ensure that the exemplary level of customer service is also provided at every opportunity.
3. Be reliable, accept responsibility and be good natured with a cooperative approach to working with other staff throughout both the Branch and the organisation to achieve the objectives of the position.
4. Be willing to acknowledge and accommodate the practices of all religions and cultures.
5. Display a high level of personal integrity — demonstrate trust, confidentiality and honesty.
6. Actively support and abide by the "Non-Negotiables" developed by staff in 2014.

7. Accept and work in accordance with the Company's policies and procedures, current and future. Health and safety is the responsibility of all. *(Also refer to the Workplace Health & Safety Manual.)*
8. Attend and actively participate in meetings, and training and development, as required.
9. Strive to implement productivity, quality and service improvements on a continual basis.
10. Operate effectively as a 'team player' at all times and fully support the management and staff internally and between Branches/Departments.

Bowra & O'Dea recognises that Duty Statements are dynamic documents and, as such, are reviewed annually or as required.

BOWRA & O'DEA

FUNERAL DIRECTORS

SELECTION CRITERIA

HUMAN RESOURCES ADVISOR

ESSENTIAL CRITERIA

11. Minimum of 5 years experience in a generalist HR role within a medium or large organisation
12. Tertiary qualification in Human Resources Management or other related discipline
13. Strong experience and well developed knowledge of industrial relations legislation, employment awards and human resources principles and practices
14. A professional approach combined with a positive 'can do' attitude and ability to deliver high level customer service and administration support
15. Understanding of relevant legislation such as Fair Work Australia, Discrimination and Harassment, Equal Employment Opportunity, Occupational Health & Safety, etc.
16. Ability to interpret Awards and Enterprise Agreements.
17. Strong attention to detail, good follow up procedures, and structured approach to work
18. Strong organisational and time management skills
19. Ability to work under pressure and with minimal direct supervision
20. Intermediate working knowledge of Microsoft Office suite
21. Strong verbal and written communication skills
22. Strong leadership skills
23. Ability to maintain performance in a diverse and fast changing environment
24. Ability to respond effectively & professionally to the most sensitive inquiries or complaints
25. Maintain flexibility in different situations and adapt to change
26. Solution focused with strong influencing skill