

Position Description

POSITION	People and Performance Business Partner		
REPORTS TO	Executive Manager – People, Performance and Safety	DIRECT REPORTS	NIL
KEY STAKEHOLDERS	Internal: - Reflections Holidays employees - Executive Managers - Operational Managers - Organisation Departments External: - Industry bodies, training institutions/providers etc. - External consultants		
PURPOSE	The People and Performance Business Partner (PPBP) partners with operational leaders across the organisation to deliver solutions that build workforce capability, strengthen leadership effectiveness, and support operational performance. The role provides trusted advice, coaching, and guidance across employee relationships, leadership capability, workforce planning, wellbeing, and organisational change, while ensuring people practices align with legislation, organisational values, and operational priorities. The role acts as a key escalation and coaching partner to leaders, supporting sustainable workforce performance and an engaging employee experience.		
BUSINESS DRIVERS	<i>The key inputs and activities of a People and Performance Business Partner that drive results of Reflections Holidays.</i> 1. Technical Expert - Provides expert advice to others within the organisation based on knowledge gained from professional training or work experience. 2. Cross-functional Liaison - Builds and leverages relationships with individuals from other work groups to coordinate internal resources and accomplish shared goals. 3. Policy Champion - Ensures that others follow the rules, guidelines, and regulations. 4. Transformation Advocate - Encourages the implementation of different and better approaches to running the business.		
COMPETENCIES	Business Acumen - Decision Making - Planning and Organising		

	Leadership Impact • Coaching • Facilitating Change Interpersonal Effectiveness • Building Networks • Building Customer Loyalty • Collaborating • Earning Trust • Influencing • Resolving Conflict
KEY RESPONSIBILITIES	Business Partnering and Workforce Advisory • Build trusted partnerships with leaders and operational teams across the organisation. • Provide operational people advice aligned to business objectives and workforce requirements. • Influence leadership decision-making by balancing commercial outcomes with people, culture, and legislative considerations. • Support leaders with workforce planning, role design, and workforce capability discussions. • Identify workforce risks, trends, and capability gaps and provide practical recommendations. • Support organisational restructures, workforce transitions, and operational change initiatives. Employee Relations and Case Management • Manage employee relations matters including performance, conduct, grievances, and workplace investigations. • Provide advice and guidance on legislation, awards, policies, procedures, and employment obligations. • Mitigate organisational risk through proactive management of employee relations matters and consistent application of policy and legislation. • Support leaders in managing complex and high-risk employee matters. • Facilitate fair, compliant, and timely resolution of workplace issues. • Support and coordinate disciplinary processes and employment-related documentation. • Escalate significant employment risks and complex matters as required. Leadership Coaching and Capability

- Coach leaders in effective people management practices.
- Support leaders in performance conversations, feedback, accountability, and team effectiveness.
- Build leadership capability in employee engagement, communication, and workplace culture.
- Support managers through behavioural, team, and workforce challenges.
- Promote leadership behaviours aligned with organisational values and expectations.
- Support leaders to build psychologically safe, high-performing, and engaged teams.

Manager Capability and Performance

- Develop the capability of leaders to confidently manage performance, engagement, wellbeing and change.
- Embed contemporary people management practices through coaching, facilitation and ongoing support.
- Partner with leaders to improve team effectiveness, accountability and organisational culture.
- Support the implementation and adoption of People & Performance frameworks, including performance reviews, goal setting and regular coaching conversations.

Workforce Planning and Organisational Support

- Support operational workforce planning and resource discussions.
- Identify people impacts, risks, and change readiness requirements associated with organisational initiatives.
- Assist leaders with workforce structure reviews and organisational changes.
- Support implementation of strategic initiatives that improve workforce capability, productivity, succession readiness, and retention.
- Contribute operational insights into broader People and Performance initiatives and strategies.

Organisational Change and Stakeholder Engagement

- Support organisational change initiatives and workforce transition activities.
- Assist leaders through periods of change by providing coaching, communication, and people support.
- Support stakeholder engagement and communication activities related to people initiatives.
- Promote positive employee experiences during organisational change.

Workforce Analytics and Reporting

- Interpret workforce data and trends to identify emergine

	people risks and opportunities. • Support leaders in interpreting workforce data and identifying improvement opportunities. • Contribute to workforce reporting and operational people insights. • Use workforce metrics to support informed decision-making and continuous improvement. Work Health, Safety and Wellbeing • Support workplace wellbeing initiatives and psychologically safe work practices. • Provide guidance to leaders regarding psychosocial risk and employee wellbeing matters. • Support injury management and return to work coordination in consultation with relevant stakeholders. • Escalate wellbeing and workplace risk concerns appropriately. Collaboration and Continuous Improvement • Collaborate with People and Performance team members to ensure aligned and effective delivery. • Contribute to continuous improvement initiatives across People and Performance systems, processes, and practices. • Support implementation of People and Performance programs, frameworks, and initiatives. • Maintain contemporary knowledge of employment legislation, workplace practices, and industry trends. • Share knowledge and mentor People and Performance team members to promote consistent people practices across the organisation.
SELECTION CRITERIA	Essential: • Tertiary qualification in Human Resource Management, Industrial Relations, Business or related discipline. • Demonstrated experience as an HR Business Partner or Senior HR Advisory role within a complex operational environment. • Experience coaching and supporting operational leaders. • Experience interpreting employment legislation, awards, and workplace obligations. • Experience supporting organisational change and workforce initiatives. • Experience analysing workforce trends and operational people data. • Demonstrated experience managing complex employee relations matters. Desirable:

	• Experience working within geographically dispersed and operational workforces is desirable. • Strong understanding of contemporary People, Performance and Culture practices • Sound knowledge of employment legislation, industrial instruments, and compliance obligations. • Understanding of workforce planning, employee engagement, and leadership capability principles. • Knowledge of workplace wellbeing and psychosocial risk practices. • Strong business acumen and operational understanding.
SUCCESS MEASURES	• Trusted advisor to operational leaders, demonstrated through stakeholder feedback. • Timely resolution of employee relations matters while maintaining compliance. • Increased leadership capability through coaching and development. • Contribution to improved employee engagement and retention outcomes. • Effective implementation of organisational change initiatives. • Identification and mitigation of workforce risks. • Continuous improvement of people practices and operational effectiveness.
REFLECTIONS HOLIDAYS VALUES	<i>How our company values apply to all employees</i>
GROW TOGETHER	When we work as a team, everyone benefits. We grow when our people, our places and communities are at their best – teamwork helps us all grow and learn.
SAY IT, DO IT	We deliver on our promises – we are all as good as our word. We are solutions focused.
MAKE A DIFFERENCE	In partnership with others, we achieve better outcomes. We believe everyone can make a difference in the lives of people, places, and our planet.
CARE DEEPLY	We are genuine and demonstrate care for our customer, our communities, our people, and our world. We deliver to a high standard.

ACKNOWLEDGEMENT:

I acknowledge that I have read and understood the duties and responsibilities as listed in this position description and have been provided a copy for my reference.

SIGNATURE:**DATE:**