



Employii | Position Description Client Experience Coordinator

Position Details

Position Title	Senior Human Resources Consultant (Snr HRC)
Hours and Flexibility	Eligible employees may work their hours between 7.30am – 7.00pm AWST by approval with the Director, with our standard office hours considered 9.00am – 5.00pm. One set WFH day is permitted. Please see our policy for more information on hours, including TOIL.
Reporting to	Director
Direct Reports	HR Officer(s)
Other Internal Stakeholders	All of the Employii team, particularly HR Advisory team and HR Admin.
Key External Stakeholders	Business Owners, External HR Managers, Bookkeepers, Accountants, Third Party Employees, Employees, Students, Graduates, Charity Partners, High School and University Personnel
Location	As reasonably directed by Employii and in accordance with individual employment contracts.
Industrial Framework	<i>The Fair Work Act 2009</i> – Ch 2.2 National Employment Standards
Position Purpose	Working closely with the Director, the Senior HR Consultant will collaborate with and mentor the HR advisory team to provide exceptional service to our clients, while managing their own KPI-driven portfolio of clients.

Our Purpose & Values

Simplifying People & Culture, so teams thrive and business succeeds.

Authenticity. Accountability. Growth. Connection.

We are honest, transparent and self-aware. Inclusive and accepting; we build internal and external relationships based on respect and genuine connection. We are responsible for the opportunities we do and do not take. Always open to new ways of doing, thinking and being.

Commitment to High Quality Service (CHQS)

At Employii, we commit to providing High Quality Service. This is how we measure success across everything we do.

Approachable. Responsive. Considered. Accurate. Efficient.

Key Duties & Accountabilities

HR CONSULTING

1. Account Management of designated client portfolio, demonstrating CHQS at every opportunity. You will:
 - Foster strong client relationships based on trust, quality service and an in-depth understanding of their vision, values and business needs.
 - Assist with client onboarding, upsells, cross-sells, offboarding and renewals as required.
 - Coordinate the service delivery for clients within your portfolio.
 - Pro-actively ensure appropriate client service usage, ensuring transparent communication with client throughout engagement and for monthly reports.
 - Appropriately managing and resolving client feedback, escalating when required.

2. End-to-end HR service provision. You will:

- Provide accurate and holistic human resources, industrial relations advice and support to various clients (employers, employees, membership associations and others) both virtually and face to face. This includes the provision of relevant documentation. Areas include:
 - Recruitment and onboarding
 - Employee engagement, wellbeing and retention
 - Awards, Agreements, pay and entitlements
 - Contracts of employment and job descriptions
 - Change management
 - Policies and procedures
 - Performance development, career mapping and succession planning
 - Rewards, recognition and employee benefits programs
 - Performance management and disciplinary investigations
 - Redundancy and redeployment
 - Fair Work and State industrial relations regulations and bodies, e.g. WGEA, WAIRC, FW, SAET and more.
 - HR information systems and online platforms
 - HR risks and mitigation strategies.
 - Project manage various HR projects across your portfolio, including but not limited to:
 - a. Values, Vision and Culture based exercises
 - b. Auditing and review of company HR practices
 - c. Upgrade of HR systems and practices
 - d. Negotiation of Enterprise Agreements.
 - Manage and advise on complex HR and IR matters.
 - Undertake general administrative duties relevant to your work.
 - General administration and customer service duties.
3. Develop, support and/or facilitate in person and virtual HR-based training and workshops as delegated, including: training, online courses, employer workshops, high school and University workshops.

MENTORING & QUALITY ASSURANCE (QA)

4. Mentor and coach the HR Officers (HROs):
 - a. Invest in their career development
 - b. Ensure QA over HRO deliverables
 - c. Assist HROs with time management, prioritisation and meeting HRO KPIs.
5. Assist HR Consultants with work and provide QA checks as required.
6. Participating in learning opportunities and modelling self-leadership.
7. Stay up to date with the latest industrial relations and industry changes, news and important events, applying knowledge to company-wide client experience initiatives.

TEAMWORK

8. Support the Director and other team members as required with their portfolios (one team approach).
9. Contribute to internal and external projects as designated, including but not limited to our Working Group initiatives and internal system and process updates.
10. Contribute to a strong, productive, physically and psychologically safe team culture.
11. Contribute ideas, identify areas for improvement and pro-actively support CHQS and operational growth of Employii.
12. Support with other tasks related to Employii, as reasonably directed.
13. Promote Employii positively at networking, industry and other events, and on social media.

KPIs & CHQS

14. Meet role KPIs including but not limited to total hours tracked, billable hours tracked and productive time.
15. Meet CHQS framework across our three functional pillars (account management, service delivery and internal).

Selection Criteria

ESSENTIAL

1. Purpose and values alignment with Employii, and motivated to achieve CHQS.
2. Minimum 2 years in a professional services consulting role
3. Minimum 4 years in an HR advisory role (Business Partner or higher level preferred)
4. Minimum 2 years of industrial relations or employment law experience (with direct Award interpretation)
5. Proven experience working across multiple industries and client portfolios simultaneously
6. Demonstrated competency in:
 - a. End-to-end performance management
 - b. End-to-end disciplinary matters
 - c. Complex HR and IR matters
 - d. Award interpretation
 - e. Pay audits and pay-related calculations
7. Authentic customer service skills and a pro-active team player who is motivated by the growth of Employii, our team members and our clients' businesses
8. A collaborative leadership style that empowers people to do their best.
9. Exceptional written and verbal communication and interpersonal skills, with diverse stakeholders.
10. Exceptional attention to detail, time management skills and strong administrative skills.
11. Exceptional computer skills with sound knowledge of Microsoft applications (e.g. Word and Excel).

DESIRABLE

1. Experience working with, and achieving, billable hours
2. Fair Work claims experience
3. HRIS platform knowledge (e.g. Employment Hero, Tanda, or Deputy)
4. Experience with Outlook, Teams and the Microsoft 365 suite
5. Sound understanding of AI and how to leverage it to enhance quality work, not replace critical thinking

Qualifications, Registrations & Other

1. Tertiary qualification in HR, IR, Law, Organisational Psychology or Management.
2. Satisfactory National Police Clearance obtained within the last 3 months, or the willingness to obtain one upon appointment.

Additional Information

We use the below-mentioned platforms, while not essential, please let us know if you have experience using any of the following:

- Outlook, Teams and Microsoft 365
- CRM software
- Time tracking software
- Canva
- HRIS (Employment Hero, Tanda, Deputy etc.)

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www.employii.com.au

www.linkedin.com/company/employii-au

www.instagram.com/employii.au / www.facebook.com/employii.au