



Position Description  
**Talent Acquisition Partner Lead**  
People and Culture  
Organisational Services



## ABOUT COUNCIL

Logan City Council offers a working environment that recognises innovation, creativity and teamwork, and encourages personal and professional development.

We are one of the largest Councils in Australia, providing community services and facilities to a growing population representing many different cultures. Our dedicated employees serve the City of Logan by successfully delivering a large and diverse portfolio of programs and services.



Logan City Council's Purpose is to make a positive difference in people's lives through the quality of the services we provide.

Our Goal is to be an organisation where our staff pursue excellence in all that they do with high levels of job satisfaction.

Our vision is to deliver an innovative, dynamic city of the future—one that offers social, environmental and economic health now and for future generations.

## OUR VALUES:



## ABOUT THE PEOPLE AND CULTURE BRANCH

The People and Culture (P&C) Branch provides services to the organisation by working in partnership with the Directorates to deliver high quality people solutions and timely, responsive, and consistent advice. These services are provided through six teams, namely:

### **Human Resources Business Partner (HRBP) program**

Provides HR consulting advice and services to managers and staff regarding workforce management (including absenteeism, diminished work performance, workplace grievances and conduct and disciplinary matters), talent management (recruitment and selection, capability development and workforce strategy and planning), organisational design (restructure, redesignation and reclassification proposals) and the traineeship program.

### **Human Resources Information Systems (HRIS)**

Management and development of HR system and processing of employee lifecycle activities—new starters, increments, temporary employment variations.

### **Workforce Relations program**

Delivers industrial legislative governance through the provision of expert advice, support and compliance that maintains a stable industrial and employee relations framework.

### **Organisational Development program**

Delivers workforce strategy and change management services to enable Council to achieve its vision and objectives.

### **Health & Safety program**

Delivers workplace health and safety governance by providing plans, strategies and initiatives, advice, support information and tools to ensure council complies with Workplace Health and Safety and Workers Compensation legislation.

### **Branch Management program**

Provides overall management to the branch in respect to the areas of financial direction, customer service, leadership, culture, and service delivery.



# ABOUT THE ROLE

**TITLE:**

Talent Acquisition Partner Lead

**POSITION NUMBER(S):**

3262

**CLASSIFICATION:**

Level 6

**AWARD:**

Queensland Local Government Industry (Stream A) Award – State 2017

**REPORTS TO:**

Human Resources Business Partner Program Leader

**JOB PURPOSE**

Oversee Logan City Council's recruitment function to enable the organisation to hire and retain the right people in the right roles, ensuring relevant stakeholders receive the best possible client and customer experience.

Contribute to the development and implementation of workforce planning and facilitate contemporary, evidence-based talent management practices and projects, policies, culture and behaviours across the business to ensure a talent centric approach across all facets of Logan City Council.

**EXTENT OF AUTHORITY**

The Talent Acquisition Partner Lead functions in an autonomous capacity within defined guidelines, policies and procedures and is able to achieve outcomes with limited direction from the Human Resources Business Partner Program (HRBP) Leader.

**DIRECT REPORTS**

This role is responsible for the day-to-day supervision of a small recruitment team.



## KEY RESPONSIBILITIES / ACCOUNTABILITY

### LEADERSHIP

Develop an integrated workplace culture by engaging collaboratively with the wider P&C team, and focusing on seamless, customer-focused service delivery and accountability.

Build and maintain effective working relationships with clients, key stakeholders, and team members; leading by example to embed a culture of continuous improvement and excellence as standard across Council.

Develop, implement and/or review Service Level Agreements (SLAs) and KPIs for the Talent Acquisition function, in conjunction with the HRBP Program Leader and business leaders.

Lead and supervise the Talent Acquisition Partner (TAP) team to successfully undertake their daily duties (including allocating and monitoring workloads and reviewing quality of work).

Build the TAP team's capability to ensure operational performance in meeting Council's needs and enabling the organisation to hire and retain top talent in a timely, efficient, and cost-effective manner. (Including achievement of SLAs and KPIs).

Provide staff training, coaching and feedback, and undertake career development related activities with TAP team members (including the annual review process) to support their career growth and development.

Manage the compliance of all recruitment services with governance protocols, ensuring that Council Management Directives, policies, and procedures are followed appropriately and consistently, and that legislative requirements are met.

Act as an escalation point for any recruitment related issues or complaints, complex and/or sensitive matters to achieve timely and appropriate resolution.

### *Performance Criteria*

Your performance against these responsibilities will be assessed by: quality and timely completion of TAP team outputs/performance (including achievement of Service Level Agreements and KPIs); feedback received from peers and P&C BMT and internal customers (e.g. hiring managers, directors) on the quality of advice and level of customer service; and, review of compliments/complaints received and resolution/continuous improvement processes implemented.

### RECRUITMENT PRACTICES AND PROCESSES

Work in collaboration with HRBPs and hiring managers, to develop and implement workforce planning strategies, activities and initiatives including determining current staffing needs and producing forecasts.

Partner with key business leaders and engage influential stakeholders to ensure that talent acquisition strategies are closely aligned with and supported to achieve organisational objectives, providing contemporary, best-practice recruitment and selection advice, education, and recommendations to hiring managers throughout Council.

Identify recruitment and attraction issues including possible future needs with branches to proactively offer a solutions-based and innovative, strategic approach to staffing and recruitment.

Partner with external vendors and/or provide advice to key stakeholders to develop and maintain effective advertising strategies that promote candidate attraction in line with Council's strategic plan - maintaining Council's brand. Assess the impact of any/all system-related changes on functionality to ensure efficient and effective operations are maintained.

Manage and undertake periodic reviews of all recruitment agency and vendor related services and agreements to ensure compliance, best value, and service for Council. Includes ongoing management of Council's agency and contingent workforce hiring processes to ensure compliance, duration and position requirements are met.





Undertake rate reviews for agency contractors and provide general remuneration and benchmarking advice and recommendations to hiring managers and the HRBP Program Leader as required.

Undertake end-to-end recruitment activities for senior hires (i.e. Program Leader and above) including working in partnership and/or managing external recruitment services (i.e. agency).

Assist the TAP team with end-to-end recruitment during peak periods, as required.

Measure, analyse and report on key recruitment metrics (e.g. time and cost to hire) and matters of interest. Provide recommendations and progress reports to key internal stakeholders to ensure informed business decisions are made regarding recruitment planning and resource allocation (e.g. People Report Card).

Check and approve all written offers of employment (up to P/L level) before they are issued to candidate(s).

Prepare documentation, provide data requested and act as the point of contact for the Talent Acquisition function during Council audits.

Oversee the administration of user requirements of e-Recruitment System, including training of other TAP team members and hiring managers in use of the system.

Provide functional and technical troubleshooting support for recruitment tools and/or systems (e.g. Turborecruit) users on a timely basis, research issues and provide appropriate solutions.

Work closely with HRBPs and oversee the placement of redeployees within Council into new roles.

### **Performance Criteria**

Your performance against these responsibilities will be assessed by: stakeholder satisfaction (including branch/hiring managers, ELT and Council) in relation to the recruitment and selection process including pools of applicants and quality of hires; providing a timely response to stakeholders enabling Council's recruitment and selection process to be cost effective, fluid and progressive; timely and high quality reporting and analysis services provided to stakeholders within agreed deadlines; being seen as a trusted advisor to stakeholders within the business; and, feedback from technology users.

## **CONTINUOUS IMPROVEMENT**

Consult and work collaboratively with key stakeholders to strengthen outcomes for Council including the successful implementation of change initiatives, process development and technological advances in the talent acquisition space.

Review business leader satisfaction feedback on the quality, efficiency and effectiveness of talent acquisition advice and services provided against agreed standards, identifying issues and gaps, and implementing changes and improvements.

Design and coordinate delivery of recruitment and selection training programs and education initiatives to build leadership capability on a range of best fit talent solutions.

Conduct audits and ongoing analytical and operational reviews of advertising, systems and recruitment projects. Recommend and implement ongoing improvements to ensure quality control and effectiveness of recruitment documentation, technology, systems, and processes.

Manage data integrity of the e-Recruitment System through regular system audits and undertake audits of recruitment and selection processes (e.g. Conflict of Interest) as defined in the Recruitment and Selection Management Directive and Guidelines.

Evaluate, trial and deliver innovative and technology-based solutions to the business, working in collaboration with key internal stakeholders.

Develop and implement processes within the recruitment function to deliver cost savings and efficiencies (e.g. automation and identification and promotion of optimum candidate sources to reduce cost per hire).



Undertake general projects in recruitment and attraction and develop unique recruitment project plans in line with strategic priorities - with consideration given to the type of recruitment campaign (i.e. small to large and/or complex).

Analyse market trends and competitor insights to enable a fluid candidate focused recruitment and selection process and maintain contemporary professional knowledge of recruitment practices and processes, including legal and/or policy developments and/or changes.

### *Performance Criteria*

Your performance against these responsibilities will be assessed by: successful implementation of project work; review and ongoing maintenance and measurable improvements to the recruitment and selection process including stakeholder satisfaction, candidate experience and time to hire; training programs developed, rolled out and hiring manager training completion rates; demonstrated value in cost and time saving; rating of team compliance to policy and process as determined by findings of audits and reviews; and, timely updates of systems that supports council wide system usage.

## **GENERAL**

The Council Leadership and Performance Capability Framework is used for managing and supporting performance and development.

The incumbent (appointed officer) may have to undertake any other duties that are reasonably within scope of their skills, competence, and training.



## WHAT WE'RE LOOKING FOR

### KNOWLEDGE, SKILLS AND QUALIFICATIONS

Strong leadership skills to manage a team and deliver high quality recruitment and selection advice and services in complex and/or medium to large size multi-faceted organisations.

Effective and engaging leadership style with an ethical, professional, and transparent approach.

Ability to build productive relationships and to liaise, advise and negotiate effectively as a trusted advisor with key internal and external stakeholders to achieve expected organisational outcomes.

Strong analytical and research skills utilised in developing innovative solutions to recruitment and attraction issues, including managing projects, writing guides, templates, and procedures.

Advanced knowledge and skills in using a range of computer applications and systems, particularly e-Recruitment Systems and Human Resource Information Systems (HRIS) to offer data driven advice.

Advanced interpersonal, conflict-resolution and communication skills with ability to influence, both verbally and in writing.

Strong organisational and time management skills with a high degree of drive, initiative, outcome orientation and the capacity to manage multiple and often conflicting priorities.

Contemporary knowledge of attraction and sourcing methods with a clear understanding of candidate assessment and selection options.

Achievement or advancement in tertiary qualifications in Human Resources or Psychology (or related field) will be highly regarded.

### SUCCESS PROFILE

To succeed in this role, you need to have experience in:

**Leadership** – working productively and collaboratively as part of and leading a high performing team including building, maintaining and fostering good relationships with management, colleagues and team members; supervising staff including recruitment, induction, training and performance management; strategically managing a recruitment function to deliver quality recruitment outcomes in a complex and/or diverse medium to large sized organisation in accordance with agreed Service Level Agreements and/or KPIs.

**Recruitment Practices and Processes** - providing specialist expertise, strategic advice and coaching to all levels of management in relation to recruitment and selection processes, talent attraction and workforce planning strategies in multi-faceted mid to large sized organisations; interpreting analytical data and providing advice and strategic solutions within a complex and changing environment; and, developing successful talent attraction and retention project plans especially in traditionally hard to source areas.

**Continuous Improvement** – successfully leading and managing projects which may be complex and/or have an organisation wide focus and impact, within budget, to agreed timelines; responding effectively and flexibly to organisational demands in an environment where multiple competing priorities and deadlines may exist to achieve the stated outcomes and objectives; and, successfully building a culture of continuous improvement whilst overseeing and undertaking continuous improvement of business systems and processes to achieve program and/or organisational goals.

### REQUIREMENTS

Possession of a current "C" class driver's licence.

### REVIEW

This position description was reviewed in **July 2021** and may be reviewed again as Council's organisation is developed or re-structured. Any future re-organisation of duties as a result of such changes will be discussed with the incumbent (appointed officer).