



## About Glad Group

With over 30 years' experience, Glad Group is a family-owned and operated business, positioned as a leader in the delivery of integrated property services across Australia and New Zealand.

We are a family of diverse cultures and communities who work collaboratively together, striving to improve our operations through innovation and service excellence.

We provide cleaning, security, guest services, and maintenance services, partnering with our customers in making some of Australia's iconic commercial and retail spaces safer.

We are very much a people-first organisation, recognising that operational excellence relies on much more than process, policies and procedures. It comes from the commitment and professionalism of our people.

To that end, we are currently looking for an enthusiastic Human Resources Advisor to join our People and Culture team.

## PURPOSE OF THE ROLE

Providing day to day support and advice to operational leaders in the areas of organisation structure, employment contract management and adherence, recruitment, onboarding, employee relations, industrial relations, performance management and code of conduct. You will be the primary liaison between the People and Culture team and the Operations teams, with key responsibilities including:

- Providing guidance on employee relations and industrial relations matters, such as grievances, compliance and unfair dismissal claims, ER policy matters;
- Providing sound advice on all employee relations and industrial relations matters;
- Building strong relationships with operations teams to ensure all employee related activities remain compliant with policies, procedures, and legislation;
- Overseeing and supporting the utilisation of the Human Resource Information System to provide meaningful information and feedback for line management in the areas of recruitment, onboarding and team development;
- Leading, motivating and supporting direct reports within a time-sensitive and demanding environment, including setup and implementation of career development plans;
- Delegating responsibilities, while enforcing all policies, procedures, standards, specifications, timelines, guidelines, training programs and cultural values;
- Maintaining the integrity of the databases through data management practices and providing regular reports on HR metrics;
- Driving the company's performance management framework to align with the organisation's values, competencies, and key performance indicators to enhance the development of staff and the organisation as a whole;
- Contributing to continuous improvement opportunities through regular reviews/audits of all processes/systems and implementing these changes as required;
- Undertaking project work or any other reasonable duties as requested.

### WHAT WE OFFER YOU

- A supportive and respectful work family that cares for you every day;
- Career progression through ongoing training and development;
- A collaborative culture of passionate people that continually strive to improve operations through innovation and service standards;
- Exclusive access to our Reward, Recognition and Benefits Program.

### WHAT YOU OFFER US

- An open mind and enthusiastic approach to achieve operational excellence in all that you do;
- Contribution of ideas and knowledge to move the business forward;
- Willingness to get the job done no matter what it takes.

### TOGETHER, WE ARE GLAD GROUP!

Having a strong culture is not just something we say, it's what we do. We care for our people so they can care for themselves, others and actually enjoy coming to work each day.

We stay true to our values (Trust, Respect, Integrity & Innovation) and we work hard because it matters. As a member of the Glad Group People and Culture team, you genuinely seek to make a positive experience for every person you interact with.

### WHAT WE LOOK FOR:

- Proven experience as HR Manager / generalist or advisor
- In-depth knowledge of human resources operations and best practices
- Understanding of employment-related laws and regulations.
- Hands on experience in using MS Office, SharePoint, databases and HRIS systems
- Ability to work autonomously and take initiative where needed

**Glad Group values diversity and encourages interest from Aboriginal and Torres Strait Islander Peoples and people with diverse cultural and linguistic backgrounds.**