

# HR Training & Impact Lead

## Position Description

Updated March 2019

<b>Position:</b>	HR Training & Impact Lead
<b>Organisation:</b>	Hub Australia Pty Ltd
<b>Reports into:</b>	Hub Australia, HR Manager
<b>Start date:</b>	01 July 2019
<b>Probationary period:</b>	N/A
<b>Salary banding:</b>	Band D
<b>Location:</b>	Melbourne (Southern Cross) - National Role (Bi-monthly travel to Interstate Clubhouses)
<b>Employment type:</b>	Permanent Full-time
<b>Ordinary hours of work:</b>	You are expected to be contactable between 09:00 and 17:00. In addition to ordinary hours of work, you are expected to attend the biannual strategy gathering.
<b>Salary:</b>	To be discussed at interview stages
<b>Phone allowance:</b>	\$100.00 per month
<b>Leave entitlements:</b>	As per leave policy.

### Who we are:

Hub Australia is a coworking community for growing businesses. We provide premium workspaces, business networks, and member services to a diverse range of businesses, with over 2000 members ranging from entrepreneurs, startups and NFP's, to larger corporate, government, and educational organisations across Melbourne, Sydney, Adelaide and Brisbane.

As a Hub Australia team member, you'll be part of a tight-knit group in an environment where no two days are the same. Live something bigger by working for a growing organisation and certified B-Corp that offers training and career development opportunities, all while working in the most beautiful coworking spaces in Australia.

As we continue to build the best place to create, share, and work with others, there's a perfect spot for you to grow with us.

### **Your new role:**

This position presents a rare opportunity to join a fast-paced HR function and gain exposure and experience across a range of HR best practice and activities aimed at promoting a positive workplace culture, in line with our core organisational values of collaboration, adaptability, resourcefulness, accountability and beyond profit.

The HR Training & Impact Lead will promote an array of initiatives across learning and development, professional development, workplace health & safety and impact driven policies and initiatives.

This position is central to the design, development, management and reporting of all training programmes within Hub Australia. This role is responsible for creating and implementation of all on-boarding as well as managing a National Professional Development Budget for 80+ Staff Members, which will involve stakeholder engagement with internal managers, third party providers, guest speakers and partners of the organisation.

The HR Training and Impact Lead is also accountable for developing and implementing national impact strategy and initiatives. This may include all social and environmental certifications held at an organisational level.

This role will also ensure all member-facing team members deliver a consistent curated Hub experience to members in the Clubhouse environments and through all engagement with Hub following Member Experience-documented guidelines, procedures and processes. Specifically the role will deliver engaging training on Hub operational systems, processes and procedures in structured one-on-one or small group workshop settings and ensure all Hub team members have the skills required and confidence to deliver premium member experiences to retain member satisfaction

This is an excellent opportunity to be part of an industry leading coworking organisation who consistently strives to be recognised as an employer of choice, where working within a supportive team environment, you see tangible results.

### **Responsibilities by function:**

#### **Training & Development**

- Design onboarding programme for new employees to address identified skill and knowledge requirements applicable to role.

- Coordinate and plan sessions during new starter onboarding programme. Lead sessions where relevant.
- Coordinate and organise training sessions for local and national teams including the Leadership and Exec teams as required.
- Map workforce competencies and design and develop training programmes to address identified skill development areas (skills needs analysis).
- Implement initiatives to ensure new employees receive adequate feedback and additional training throughout their probation period.
- Administer and *create/set* Professional Development budget and encourage staff to use training entitlements.
- Identify external training offerings that are aligned to team member skill development areas.
- Identify and track training and certification compliance requirements for workforce (e.g: RSA, First Aid, Fire Warden etc.) in HRIS (Employment Hero). Arrange training as necessary.
- Engage with business functions to address new and emerging skills needs (e.g. brought about by new system rollout).
- In conjunction with Department Manager, create and develop position descriptions that accurately reflect the requirements of the business and/or team.
- Managing our HRIS (Employment Hero), ensuring all employee records are up to date and compliant with HR best practice

### **Clubhouse Experience, Member Engagement and Standards**

- In conjunction with the Clubhouse Experience Partner (*Manager*), deliver and track training on Clubhouse Service Standards, EDS (Experience Data Sheets) and National Clubhouse Operations Manual
- In conjunction with the Member Engagement Partner (*Manager*), deliver and track training on member journey, feedback channels and analytics

### **Impact**

- Develop and lead an ongoing national Impact Strategy that is in line with Hub Australia's Impact Statement.
- Review company operations for compliance with Impact Strategy (i.e; Product, Resources, Environment). Develop and lead initiatives to promote achievement of strategy.

- Develop, maintain and apply policies and procedures relating to applicable company certifications (e.g: B Corp, 100% Carbon Neutral).
- Lead certification processes relating to applicable company certifications.
- Administer Volunteering leave programme and encourage staff to use leave entitlements.
- Identify appropriate volunteering opportunities that are aligned to targeted impact initiatives and team member interests.

### **Cultivate a Great Work Environment and Positive Employee Relations**

- Lead initiatives to help the team engage more in their work and derive greater enjoyment from their experience working with our team.
- Plan team bonding events or activities
- Formulate and recommend HR policies and objectives for the company
- Communicate Human Resources policies, procedures, programs, and laws with team
- Conduct periodic surveys to measure employee satisfaction and employee engagement.
- Living and breathing our values: Collaboration, Accountability, Adaptability, Resourceful, Beyond Profit.

### **Important metrics:**

- Achievement of B Corp Re-Certification
- Achievement of 100% Carbon Neutral Certification and three yearly audits
- Achieving agreed benchmark result in annual “Great Place to Work” Australia Survey - Survey & Audit Report.
- Achieving agreed benchmark in staff retention (expressed as a percentage)
- Effective use of workforce Professional Development allowance and leave
- Effective use of workforce Volunteering leave
- Ensuring HR compliance reporting (in relation to RSA & OHS) remains accurate and on-time.

**What you'll bring:**

- 1 - 2 years experience in a fast paced Human Resources (or similar) environment
- Strong partnership building experience - you will be required to build lasting and worthwhile partnerships
- The ability to build strong internal and external relationships and work more independently with time
- Experience in hiring successfully for diverse roles
- Organised, accurate and thorough
- Most importantly; a desire to grow and learn with a dynamic, growing and supportive community.

**What you'll be rewarded with:**

- Being a key member of an energetic, dynamic and fun national team who stand for more than their bottom line
- Being part of a [B-Corp](#) certified company with a vision and plan to use Hub Australia as a force for social and environmental good, and to make a difference in the world
- Having access to a personalised training and professional development program to grow your skills and career
- Being supported to make social and environmental impact with paid volunteer leave each year
- An invitation to our biannual company-wide conference, where you will meet all your teammates from across the country and have a lot of fun!

**All this while working in one of Australia's most beautiful workspaces!**