



HR Services Intern | Success Profile

Role details

Reports to, Meliorist & Director

Based in, Toowoomba, online and occasional travel to client site

Overview

This Success Profile details the requirements for success and the conduct needed to uphold the role of HR Services Intern. This document is valid for 12 months and is intended to convey concisely the areas of focus and accountability for the year ahead, 2022/3.

At the core of success is understanding the purpose of your role, your circle of influence, the attributes needed to execute your role and the behaviours required. These are separate sections of this document and paint a picture of holistic performance and skills that will equip you to achieve your measurable objectives in 2022/3.

Role Purpose

The role of the HR Services Intern exists to support the Workforce Positive team and work both collaboratively and independently to achieve project and client engagement outcomes. Taking ownership of your work program through to completion, developing proficiency in administration and support tasks and building professional relationships are essential to your success. You will also work closely with the Client Experience Specialist to deliver the social media marketing function of the business to drive the online conversation, expression, and personality of Workforce Positive.

The HR Services Intern has performance accountability in the following areas:

- ⌚ Client engagements – complete client engagements by developing and delivering on allocated responsibilities from the Client Delivery Process and Client Project Plan.
- ⌚ Social Media – create engaging content to be posted across our social media platforms (i.e., LinkedIn, Facebook, Instagram, and Twitter) as per the marketing plan.
- ⌚ Projects - contribute to Workforce Positive internal projects to improve business processes and client delivery.
- ⌚ Project & diary scheduling – scheduling projects and client engagements in accordance with the project plan and managing your own diary.
- ⌚ Closing the loop – ensuring that open tasks and the 'to-do' list are managed and closed out.





Circle of Influence

The HR Services Intern has a big impact on this small business! Your circle of influence is the Director, Human Resources Specialist colleagues, the HR Team Administrator, HR Services Intern, Client Experience Specialist and Clients. The energy that you bring makes a difference in the quality of service, engagement, and outcomes for everyone around you.

The HR Services Intern builds and maintains the following internal and external relationships.

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> ☺ Director ☺ Human Resources Specialist ☺ HR Team Administrator ☺ HR Services Intern ☺ Client Experience Specialist 	<ul style="list-style-type: none"> ☺ Clients ☺ Suppliers

Attributes

The HR Services Intern utilises and further develops the following attributes that create their pathway to success in the role.

- ☺ Curiosity – you are interested in everything, constantly seeking out new information and learning more.
- ☺ Centred – you have an inner composure and self-assurance, whatever the situation.
- ☺ Detail – you naturally focus on the small things that others easily miss, ensuring accuracy.
- ☺ Planner -you make plans for everything you do, covering all eventualities.
- ☺ Personal Responsibility – you take ownership of your decisions and hold yourself accountable for your promises.
- ☺ Service – you are constantly looking for ways to help and serve others.
- ☺ Rapport Builder – you establish rapport and relationships with others quickly and easily.
- ☺ Growth – you are always looking for ways to grow and develop, whatever you are doing.





Values-led Culture

This section of your Success Profile is the requirement to uphold and role model Workforce Positive's Values. No achievement can be considered a success if we have not upheld our own standard of conduct. This belief is at the foundation of our business and is non-negotiable.

The HR Services Intern demonstrates behaviour and conduct that exemplifies the Values of Workforce Positive. Honouring the Values in day-to-day activities elevates Workforce Positive's workplace culture and our business relationships.

Value	Behaviours
Partnership	<p>We form an alliance with our clients and seek to overcome the same obstacles. As partners, we develop a deep understanding of your goals, values, challenges, and enterprise operating environment. We are invested in your positive outcomes and celebrate them as we would our own.</p> <p>We measure ourselves on the enduring relationships we create with clients over years of business engagements. We pick up where we leave off and will stay with you through your challenges and wins.</p>
Passion	<p>HR is the profession we choose and have committed our career to. We intuitively drive towards positive outcomes for our clients through personal connection to what we deliver and our impact on their business lives.</p> <p>We support each other as a team and collectively serve our clients. Together we are curious, constantly seeking new information and approaches to challenge the status quo.</p>
Value	<p>We add tangible and intangible value to our clients, business partners and colleagues.</p> <p>Tangible value takes the form of tailored resources and assets that are co-designed with clients in response to their proactive and reactive HR needs and strategies. As a partner, we provide intangible value by relieving business owner stress and risk prevention for HR and employment matters.</p>



WORKFORCE
POSITIVE

CHANNELLING HUMAN ENERGY

<p>Knowledge</p>	<p>To achieve effective human resource management, we cultivate knowledge in both industrial relations compliance and human behaviour. We seek relevant and real-time best practice examples in addition to technical understanding to continually prioritise and improve our shared knowledge base.</p> <p>We add value to our clients by applying this knowledge and experience to navigate the complex industrial relations system and employment landscape of Australia – which, on a global scale, is arguably the most complex.</p> <p>We manage interpersonal complexity, conflict, and employee engagement by applying our extensive experience and qualifications to each clients' unique workforce dynamics.</p>
<p>Fit-for-purpose</p>	<p>We are driven to achieve the objectives and vision of our clients. When clients engage us, they have a sense of what they would like to change or achieve. Our goal is to take them on a journey towards that vision.</p> <p>To ensure clarity and client transparency, a clear scope and project delivery is detailed. We explore both the finer details and the bigger picture to ensure we deliver solutions that are meaningful and fit-for-purpose.</p>





Priorities

To achieve the strategic plan of Workforce Positive activity must be prioritised to ensure the many daily tasks do not become distractions to the overall goals of the business. In the 2022 year the HR Services Intern will focus on the below projects and measurable objectives.

- **Establishing working relationships with your colleagues**
- **Familiarity with business tools including: Monday.com, Canva, Basecamp, G suite, Microsoft 365, LinkedIn, Seek**
- **Developing work procedures for the HR Services Intern role**
- **Working with the team to create process workflows, checklists, and procedures for our HR services (i.e., recruitment, client onboarding and delivery, workshops, etc.)**
- **Creating and maintaining a professional office workspace**
- **Taking ownership of greeting and welcoming guests**
- **Coordinating client meetings and supplier events**
- **Supporting client engagements**
- **Social media & special projects development, management, and scheduling**

