



POSITION TITLE: People & Culture Business Partner
DEPARTMENT: Business Operations
DATE: May 2026
REPORTS TO: Head of People
FTE: 0.8
LOCATION: Richmond, Melbourne (Hybrid)

CBM AUSTRALIA

CBM Australia is a Christian international development organisation with a focus on disability. We have more than 115 years' experience developing proven community-based programs that help millions of people with disabilities benefit from real and lasting change. We work alongside people with disabilities living in the world's poorest places to fight poverty and exclusion and transform lives.

ORGANISATIONAL VISION

An inclusive world in which all people with disabilities enjoy their human rights and achieve their full potential.

ORGANISATIONAL MISSION

CBM is fighting to end the cycle of poverty and disability.

GROUP/DEPARTMENTAL OBJECTIVE

Inspired by our organisational values, the Business Operations department is the operational backbone of CBM, enabling the organisation and its people to deliver on our mission. The team uses deep expertise and experience to evolve fit-for-purpose systems and processes, providing a whole-of-organisation view of the CBM working community. Members of the Business Operations department provide value through strategic advice, guidance and support across CBMA, with expertise in people and culture, ICT, finance, governance and risk.

SAFEGUARDING OF CHILDREN AND VULNERABLE ADULTS

CBMA is committed to the protection and safety of all children and vulnerable adults that come into contact with our organisation and programs. All staff are required to understand and comply with CBM Australia's Safeguarding Policy and Prevention of Sexual Exploitation, Abuse and Harassment Policy, Code of Conduct and Safeguarding Behaviour Statement.

RESPONSIBLE FOR

The **People & Culture Business Partner** is a hands-on generalist role that works closely with managers and employees across the full employee lifecycle. In a small People & Culture team, the role combines practical business partnering, trusted advice and day-to-day operational delivery across recruitment, onboarding, employee relations, performance, systems, reporting, compliance and continuous improvement. The role partners with managers to deliver fit-for-purpose people solutions while also contributing directly to the effective running of core P&C processes and initiatives.



REPORTS TO

The role reports to the Head of People and works closely with employees and people leaders across the organisation. In a small People & Culture team, the position is expected to work with a high degree of autonomy while contributing to a collaborative and responsive team environment.

SUPERVISES

The role has no direct reports. However, it provides day-to-day guidance and workflow oversight across agreed People & Culture lifecycle activities, including close coordination with the P&C Coordinator to support accurate and timely delivery of core processes.

MAIN ACTIVITIES

This role works across the full employee lifecycle and contributes to both strategic and operational People & Culture outcomes. It provides practical advice to managers and employees, leads key processes end-to-end, and contributes directly to the delivery of core P&C services and continuous improvement initiatives.

Employee Lifecycle Management

Partner with managers and employees to deliver end-to-end People & Culture support across the employee lifecycle, including recruitment, onboarding, performance, development, employee relations and departures.

Recruitment and Selection

- **Role scoping:** Work with the Head of People and managers to define role requirements, conduct role briefings, update position descriptions and review JobLink grading.
- **Candidate sourcing:** Coordinate the sourcing process, including establishing job team channels, and provide regular updates to hiring managers.
- **Interview facilitation:** Work with the P&C Coordinator and managers to schedule and support interviews and review interview guides to ensure they enable a robust assessment of capability and values alignment.
- **Assessment:** Recommend additional assessment approaches, such as tasks or work samples, where these would strengthen candidate evaluation.
- **Selection and offer:** Support final selection decisions and provide recommendations on offers, including remuneration.

Orientation and Induction

- **Onboarding process:** Lead and coordinate organisational onboarding processes for employees and volunteers to support a consistent and positive commencement experience.
- **Induction coordination:** Work with managers to ensure induction requirements are completed in a timely and effective way.
- **Onboarding insights:** Coordinate and analyse onboarding feedback and use insights to improve the overall experience.



Probation and Performance Management

- **Manager support:** Support managers to complete probation and performance processes effectively and in line with organisational expectations.
- **Advice and guidance:** Provide clear and practical advice to employees and managers on probation, performance concerns and performance management pathways balancing fairness, compliance and organisational impact.
- **Process facilitation:** Coordinate and support performance management processes, including performance improvement plans, formal discussions and, where required, separation processes.
- **Documentation:** Ensure documentation is accurate, complete and maintained appropriately.
- **Compliance:** Ensure probation and performance practices align with organisational requirements and relevant employment legislation.

Employee Changes

- **Change coordination:** Work with managers and the P&C Coordinator to assess, process and communicate employee changes effectively.
- **Documentation:** Ensure all employee changes are documented accurately and reflected appropriately across relevant systems and records.
- **Insights and recommendations:** Provide relevant data, insights and recommendations to support informed decision-making.

Inclusion and Accessibility

- **Individual access requirements:** Support employees with individual access requirements to enable full participation in the workplace.
- **Reasonable adjustments:** Coordinate reasonable adjustment processes for employees and volunteers in partnership with managers and individuals.
- **Inclusive practice:** Support inclusive practice across People & Culture activities and consider accessibility in planning and delivery.
- **Awareness and capability:** Contribute to accessibility awareness and capability-building activities across the organisation.
- **Disability Action Plan and Disability Employee Network:** Support delivery of the Disability Action Plan and related inclusion initiatives, and provide input on progress and opportunities for improvement.

Employee Departures

- **Departure coordination:** Oversee employee departure processes to support a smooth, timely and compliant exit experience.
- **Exit insights:** Review exit surveys and interviews to identify trends, themes and opportunities for improvement.



P&C Calendar

Contribute to the planning and delivery of the annual P&C calendar, including the following priority activities:

Learning and Development

- **Calendar planning:** Support the development of the annual learning and development calendar.
- **Training delivery:** Work with internal stakeholders to deliver and evaluate learning initiatives, including disability inclusion, annual safeguarding and other in-house or eLearning programs.
- **Provider coordination:** Source and coordinate external learning providers where required.

Performance Reviews

- **System administration:** Manage and configure the online performance review system, including review cycles, templates and issue resolution.
- **User support:** Provide training, guidance and user resources to support effective use of the system by employees and managers.
- **Progress monitoring:** Monitor completion, follow up with managers and employees as needed, and escalate delays or issues where appropriate.

Employee Engagement Surveys

- **Survey delivery:** Plan and deliver employee engagement surveys, including communications, participation tracking and end-user support.
- **System administration:** Configure survey platforms, maintain templates and troubleshoot issues as required.
- **Analysis and action tracking:** Analyse results, identify themes, and track progress against agreed actions to support continuous improvement.

Remuneration

- **Job grading support:** Support job grading reviews, gather relevant input and maintain accurate grading information across systems.
- **Annual remuneration review:** Support the planning and delivery of the annual remuneration review process and provide guidance to managers and employees as needed.
- **Benchmarking input:** In consultation with the Head of People, prepare remuneration data for external benchmarking, support position matching and review reports to inform remuneration decisions.
- **Payroll liaison:** Liaise with payroll to help ensure remuneration data is accurate, timely and resolved promptly where discrepancies arise.

Volunteer Management

- **Volunteer compliance support:** Support volunteer management practices that align with organisational policies and relevant legal requirements.
- **Volunteer onboarding:** Support onboarding and relevant learning activity for volunteers as required.
- **Insurance coordination:** Coordinate with relevant stakeholders to help ensure volunteer activity is appropriately covered by insurance arrangements.

Other P&C Activities

Contribute to other key People & Culture activities, including compliance, reporting, systems improvement and safety initiatives.

Leave Management

- **Absence monitoring:** Review absence and leave data, identify trends and work with managers to address emerging issues.
- **Manager support:** Provide insights and practical support to managers to assist effective leave management.
- **Oversight requests:** Review leave matters requiring People & Culture oversight and escalate key themes to the Head of People where appropriate.

Legislative, Sector and Organisational Compliance

- **Policy and procedural compliance:** Maintain a strong understanding of People & Culture policies, standards, guidelines and procedures, and apply them consistently across all activities.
- **Legislative and sector awareness:** Maintain current knowledge of employment legislation, sector requirements and emerging practice relevant to People & Culture.

Automation and Self-Service

- **Process improvement:** Use Jira and other tools to help document, manage and improve People & Culture activity, and identify opportunities to streamline routine processes.
- **Self-service resources:** Maintain current People & Culture resources and support practical self-service options that improve access to information and reduce avoidable administration.
- **Continuous improvement:** Contribute to reviewing and refining processes to improve efficiency, consistency and user experience.

Health, Wellbeing and Safety

- **Wellbeing initiatives:** Support and promote wellbeing initiatives that contribute to the physical and psychological wellbeing of employees.
- **Calendar planning:** Contribute to an annual calendar of wellbeing activity aligned to the broader P&C calendar.
- **Risk and incident support:** Support People & Culture risk updates and assist with the administration of injury, near miss, accident and safeguarding registers.
- **Travel safety:** Provide support for travel safety processes by sharing information, training and updates where required.

Systems and Reporting

- **Systems support:** Support the maintenance and effective operation of key People & Culture systems.
- **Reporting:** Contribute to regular People & Culture reporting, including the monthly dashboard and ad hoc stakeholder requests.
- **Risk and incident reporting:** Support monitoring and reporting on People & Culture risks and incidents, and follow-up actions as required.
- **Feedback and insights:** Use data, feedback and system information to identify trends and support continuous improvement.

Team Contribution



- **Support to the Head of People:** Provide support as required and contribute to the delivery of People & Culture priorities, strategies and operational plans.
- **Team collaboration:** Work collaboratively to support team cohesion and the effective delivery of People & Culture services and initiatives.
- **Role modelling:** Model behaviour that supports CBM's culture, values, performance and reputation.

KEY SKILLS/QUALITIES

- Tertiary qualifications in Human Resources or equivalent experience.
- Demonstrated generalist People & Culture experience, including employee relations, recruitment, performance, compliance and lifecycle processes.
- Sound knowledge of workplace relations, work health and safety, and relevant employment legislation.
- Strong organisational skills, with the ability to take the lead, navigate shifting priorities and ambiguity, and follow through to completion.
- Strong judgement, attention to detail and the ability to work both independently and collaboratively in a small team.
- Well-developed communication, facilitation and stakeholder engagement skills, with the ability to build credibility and trusted relationships across all levels.
- Experience using People & Culture systems, reporting and data to support decision-making and continuous improvement.
- An appetite to embrace technology and use digital tools to improve efficiency, user experience and service delivery.
- Commitment to the mission of CBM Australia and the ability to contribute to and help shape culture in a way that reflects the organisation's Christian identity and faith-based context.

INTERNAL CONTACTS

All CBM Australia employees.

EXTERNAL CONTACTS

Service providers, consultants and agencies.