

Position Description

Position	<i>Senior Human Resources Partner (Senior HR Partner)</i>
Reports to (position title)	<i>Human Resources Manager (HR Manager)</i>
Purpose:	<i>The Senior HR Partner plays a critical role in enabling the organisation's strategic growth by partnering with the HR Manager and leaders to build capability, support adaptive change, and strengthen an engaged, values-driven workforce. The role provides trusted, proactive and solution-focused HR expertise, ensuring people practices empower teams to deliver meaningful impact for consumers. Operating with significant autonomy, the Senior HR Partner shapes and embeds culture, supports leaders to get the best from their people, and contributes to continuous improvement across all aspects of the employee experience.</i>
Direct reports:	<i>o</i>
Indirect reports:	<i>o</i>
Scope	<i>Operating as a senior advisor and strategic partner, the Senior HR Partner works with the HR Manager and leaders across the organisation to drive people initiatives that strengthen culture, build capability and support adaptive change. The role carries influence across all stages of the employee lifecycle, with responsibility for delivering practice solutions that enhance workforce performance, safety and wellbeing. Supporting a workforce of employs 65-80 employees across diverse roles and employment types, the Senior HR Partner plays a central role in enabling a positive, inclusive, and values-aligned employee experience during a period of growth and organisational transformation.</i>

Organisation chart:



Responsibilities:

Working in partnership with the HR Manager, the Senior HR Partner provides proactive, people-focused support across the organisation to:

- Provide high level, proactive HR advice and sound judgement to leaders on people matters, including culture, performance, employee relations, and organisational change.
- Partner with leaders to foster an inclusive, values -driven, and psychologically safe workplace, supporting initiatives that strengthen wellbeing, diversity, equity, and belonging.
- Support organisational growth by contributing to workforce planning, role design, and capability development initiatives that enable teams to deliver high-quality outcomes for consumers.
- Lead and support recruitment and onboarding for non-executive roles, ensuring positive and high-quality employee experience.
- Contribute to organisational development projects, including culture initiatives, engagement activities, and continuous improvement of HR practices, systems, and processes.
- Provide expert guidance on employee relations matters, facilitating early intervention, fair process, and constructive resolution of issues.
- Support the development and review of HR policies, procedures, and frameworks to ensure compliance with legislation, the MEA, and best practice.
- Promote and embed wellbeing and trauma-informed practices across the organisation in collaboration with the HR Manager.
- Support WHS governance by partnering on incidents, risk identification, and the promotion of safe work practices.
- Oversee accurate and timely HR related payroll changes and work closely with Payroll to resolve issues and contribute to process improvement

Qualifications and Experience

- Tertiary qualifications in Human Resources, or other relevant discipline; or equivalent experience (mandatory).
- Demonstrated experience in a Human Resources Advisor or HR Partner role (mandatory).
- Experience working in a Human Resources function in an organisation employing First Nations staff or supporting diverse communities (highly regarded).

Key Selection Criteria

- Commitment to Consumer Action's vision, purpose and values, with the ability to quickly develop a strong understanding of its operating environment and impact

- Demonstrated cultural competence and experience applying diversity, equity, inclusion, and trauma informed principles in HR practice and organisational culture work.
- Highly developed organisational and time management skills, with the ability to work independently, exercise sound judgement, and deliver outcomes in a dynamic environment.
- Exceptional interpersonal, communication and coaching skills, with the ability to influence, support, and guide managers through complex people matters and performance conversations.
- Proven capability in resolving conflict, navigating sensitive employee relations issues, and facilitating early and constructive resolution of workplace concerns.
- Strong understanding of organisational development principles, HR processes, and drivers of employee engagement and culture.
- Comprehensive knowledge of employment legislation, WHS requirements, and HR best practice, with experience in applying these in advisory, policy, and decision-making contexts.
- Ability to interpret and apply industrial instruments, employee conditions and entitlements accurately, and to provide clear, informed advice that supports compliant and fair practices.

About Consumer Action and the role of the Senior HR Partner

Consumer Action is an independent, not-for-profit consumer organisation with deep expertise in consumer and consumer credit laws, policy and direct knowledge of people's experience of modern markets in Victoria. We work for a just marketplace, where people have power and business plays fair. We make life easier for people experiencing vulnerability and disadvantage in Victoria, through financial counselling, legal advice, legal representation, policy work and campaigns.

On the land of the Traditional Owners, the people of the Kulin Nations, our dedicated staff work collaboratively and deliver integrated services and projects. We currently have over 60 employees and promote a diverse and inclusive culture which upholds our values of respect, fairness, reflection and courage. We strive to be an employer of choice and provide employee benefits which supports work-life balance.

The Human Resources function forms part of Consumer Action's Operations team, which acts as a key enabler of our strategic goals. The Operations team provides essential organisational capability, leadership support, and governance, ensuring our people are equipped to deliver impactful services, advocacy, and systemic reform for Victorian consumers. Guided by the HR Manager and under the oversight of the Chief Operating Officer, the HR function partners strategically with leaders to strengthen organisational culture, build capability, and support an engaged, high-performing workforce. Employee engagement and satisfaction are central to Consumer Action's success, and we are committed to being one of the best places to work because when our people thrive, our impact for Victorian consumers is stronger.

More about Consumer Action can be found on our [website](#), including our Strategic Plan and Impact Report.