



Job Description

P&C Business Partner – Australian Operations

The P&C Business Partner – Australian Operations partners with Operations leaders to deliver people strategies, advice and initiatives that enable safe, compliant and high-performing village operations in Australia. The role provides broad generalist P&C partnering across the employee lifecycle, with particular depth in employee and industrial relations, modern award interpretation and application, union engagement, and enterprise bargaining support. The role builds leader capability, supports effective workforce planning and change, and ensures people decisions are fair, pragmatic, commercially balanced and aligned with Summerset's values, P&C frameworks and Australian employment obligations.

Business Unit: People & Culture

Department/Team: P&C Business Partnering – Australian Operations

Budget: No

Reports To: Head of P&C Partnering Operations

Direct Reports: No

Our Culture, Our Values, and Our Shared Promise

At Summerset, it's the passion and dedication of our people that bring our villages to life. Across all our roles, we work together as one team to create the best possible life for our residents. Our vibrant culture is grounded in our values and shaped by what our people have told us they value most about working here.

Our values: One Team + Strive to be the best + Strong enough to care = **Bringing the best of life.**

B.I.L.G promises you can expect to receive in return for your hard work and commitment to Summerset:

BELONG You will belong to a supportive team dedicated to creating vibrant villages & communities.

IMPACT You will make a meaningful difference in the lives of our residents, giving them a fulfilling & comfortable future.

INCLUSION You will be valued for your unique skills, talents & background.

GROWTH You will join a leader in a growing industry. As we grow, you can grow with us.

Leadership Capabilities

Whether you're leading yourself, leading a team, or leading the organisation, the Summerset Leadership Framework describes that behaviours that make us a high-performing and thriving organisation.

LEADING INCLUSION We lead with respect and kindness, support each other through challenges, and foster inclusive, trusting environments.

LEADING IMPACT We work with purpose, plan and collaborate to deliver, and continuously seek better ways to innovate and improve.

LEADING GROWTH We seek feedback to grow, own our career journeys, and embrace change as a catalyst for learning and improvement.

LEADING FOR SAFETY We strive to lead safe people, safe places and safe systems, to protect our people and contractors, our residents, and our visitors from harm.

Contributions and Key Responsibilities

These are the key activities you'll be responsible for in this role.

Business partnering and people plan delivery

- Partner with Australian Operations leaders to translate operational priorities into practical people plans that support resident experience, workforce stability and safe village performance.
- Provide trusted, evidence-based generalist P&C advice across the employee lifecycle, balancing employee experience, operational needs, legal compliance and commercial outcomes.
- Build strong relationships with village, regional and functional leaders, influencing early action on people risks, capability gaps and workforce priorities.
- Collaborate with P&C centres of excellence, shared services and HSW to ensure Australian people systems, processes, tools and leader guidance are fit-for-purpose, operationally practical and aligned with relevant state and Australian legislative, industrial and regulatory requirements.

Employee relations

- Provide senior-level ER and IR advice to leaders on performance, conduct, grievances, complaints, investigations, absence, consultation and dispute matters.
- Support effective management of unionised environments, including preparation for and participation in union consultation, disputes, site matters and escalation pathways.
- Apply Australian employment obligations pragmatically, including the National Employment Standards, modern awards, enterprise agreements where applicable, consultation obligations and procedural fairness requirements.
- Work with ER/IR specialists and legal advisors on complex, high-risk or precedent-setting matters, ensuring risks are identified early and managed consistently.

Leader capability and workforce effectiveness

- Coach leaders to make sound people decisions, have effective performance and development conversations, and resolve issues early and fairly.
- Partner with leaders and specialist teams to identify workforce requirements, capability gaps, retention risks and practical actions to support village operations.
- Support onboarding, talent, succession, engagement and development activity so leaders can build stable, capable and values-led teams.
- Use data, insights and leader feedback to identify trends, root causes and opportunities to improve workforce outcomes.

Change, consultation and organisational development

- Support organisational change, consultation and workforce transition activity in a way that is fair, legally sound and aligned to Summerset's employee experience principles.
- Contribute to operating model, rostering, workforce design and capability initiatives that enable scalable Australian Operations growth.
- Embed Summerset values, culture, leadership expectations and P&C frameworks in day-to-day leader practice.
- Support leaders to communicate change clearly, consult genuinely and maintain trust during periods of operational growth or transition.

Health, safety, wellbeing and compliance

- Be a proactive contributor to the health, safety and wellbeing of Summerset's people, residents, contractors and visitors.
- Partner with HSW and Operations leaders to support safe systems of work, psychosocial

Industrial relations

- Provide practical interpretation and application of modern awards relevant to Australian aged care operations, including classifications, hours, rostering, allowances, overtime, penalties and leave interactions.
 - Support governance and compliance activity to ensure people practices, leader decisions and operational processes align with applicable industrial instruments.
 - Contribute to enterprise bargaining strategy, preparation, analysis, consultation and implementation where an enterprise agreement is pursued or in place.
 - Translate industrial obligations into clear leader guidance, tools and communications that support consistent and compliant village operations.
- safety, wellbeing activity and compliance expectations.
 - Ensure people processes support compliant, ethical and values-led decision-making in a regulated aged care environment.
 - Model confidentiality, sound judgement, professionalism and care in all employee and leader interactions.

Experience, Attributes and Qualifications

- Significant experience in a generalist P&C/HR business partnering role, preferably supporting operational, frontline or multi-site workforces.
- Experience in aged care, health, retirement living, community services or another regulated, award-based Australian employment environment.
- Strong working knowledge of Australian employment obligations, modern awards and unionised workplace settings.
- Demonstrated senior capability in employee and industrial relations, including complex case management, disputes, enterprise bargaining, consultation and risk-based advice.

This job description provides an overview of the responsibilities and outcomes of the role. You may be required to perform job related tasks other than those specified.

