

Director, People Advisory

Classification: Senior Staff

Role purpose: To lead the delivery of people advisory services, ensuring senior executives, people leaders and team members receive high quality, compliant coaching and advice that empowers effective workplace management, enhances issue resolution and drives capability building.

Role responsibilities

This role reporting line is to the Executive Director, People Advisory and Wellbeing and is responsible for:

Strategy:

- Developing and implementing a high impact and strategically aligned service delivery model, aligned to a portfolio based model.
- Driving innovation and best practice in People Advisory, continuously improving service effectiveness through stakeholder engagement, data insights, and service performance monitoring.
- Developing and embedding a case and service management approach to ensure timely, high-quality, and compliant resolution of advisory matters.

Leadership:

- Providing leadership and strategic oversight of the People Advisory sub-function, ensuring consistent, compliant and high-quality service delivery.
- Fostering a high-performance, collaborative culture aligned with Adelaide University's values, promoting continuous improvement, customer service, and professional development for employees.

Operations and Delivery:

- Partnering with subject matter experts within People and Culture to design and implement a targeted learning and development program, enhancing advisory capability, knowledge currency, and best practice application across the employee lifecycle.
- Partnering with Careers and Talent and People Services to monitor entry points and escalations into People Advisory, implementing strategies to streamline enquiries, improve escalations, and redirect Tier 0/1 matters.
- Collaborate across the People and Culture function to establish and embed consistent frameworks, methodologies, and a knowledge-sharing approach that ensures the People Advisory team has access to industry-leading tools, insights, and practices to deliver proactive, strategic, and tailored advice and services.

- Build and embed capabilities in coaching for performance across the People Advisory team and broader University leadership, enabling more effective people management and development practices.
- Develop the People Advisory team to consistently deliver strategic, solution-oriented advice and support that enables organisational success.
- Leading and supporting People Advisory Leads in delivering coordinated and responsive advisory services, acting as an escalation point for complex matters.

Stakeholder Engagement and Governance:

- Partnering across the People and Culture portfolio to ensure the Advisory team has the resources, frameworks, and insights to provide expert guidance to senior stakeholders across the employee lifecycle.
- Implement initiatives to pro-actively measure service effectiveness, ensuring stakeholders receive high quality, solutions focused and compliant advice.

Governance:

Key deliverables

- **People Leadership** - Role model our values and demonstrate the AU Leadership Behaviours ensuring team members discover, engage, and thrive in their roles.
- **Ways of Working across P&C** - Support consistent and efficient ways of working across the People and Culture portfolio in line with the function operating model, building and maintaining positive working relationships with College and Portfolio stakeholders.
- **Operational Delivery and Assurance** - Ensure consistent delivery of high quality, tailored and compliant advice to ensure seamless advisory services, including qualitative measures of service effectiveness.
- **Innovation** - Drive success and best practices through maintaining awareness of market trends and identifying opportunities for improvement.

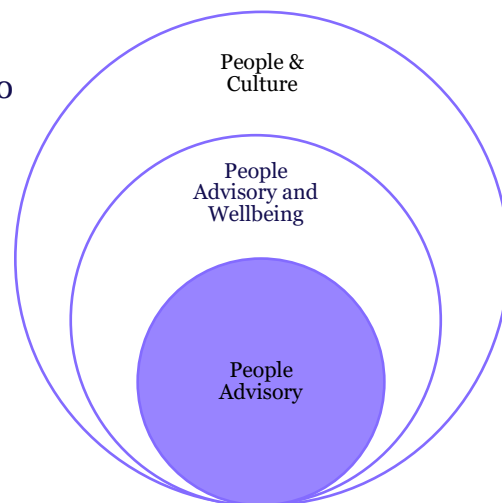
Scope of decision making

Decision-making for this position extends to formulating and executing strategic policies that impact several functions, including resource allocation, integrated risk management, and the alignment of operational practices with institutional objectives.

Role context

This role forms part of the People Advisory team of 20 to 30 within the People Advisory and Wellbeing Function and is aligned to the People and Culture Portfolio within the University.

This role will lead up to 4 direct reports.



Key relationships

Role guidance, professional development and coaching is provided by your people leader, Executive Director, People Advisory and Wellbeing

This role will work most closely with the Senior Executive Team, Executive Director, People Advisory and Wellbeing; People Advisory Leads; People and Culture Leaders, College and Portfolio Leaders; Specialist Teams; Workforce Planning Team; Careers and Talent Team.

Qualifications

At Adelaide University we enable and celebrate lifelong learning. This role requires a commitment to ongoing learning, demonstrated by postgraduate qualification, preferably in human resources or related field, or equivalent role-based learning.

Special requirements

- N/A

Experience

- Proven ability to lead high-performing teams in complex environments, driving measurable improvements in service efficiency, quality, and stakeholder satisfaction.
- Demonstrated success in implementing service management principles, delivering tangible enhancements in people service experience and effectiveness.
- Experience in designing and embedding best-practice employee advisory services, building team capability, and ensuring consistency in high-quality advice.
- Demonstrated experience as an exceptional HR generalist, acting as a point of escalation for complex queries.
- Exceptional interpersonal and collaboration skills, with a track record of working across functions to resolve issues and deliver a seamless service experience.
- Experience leveraging technology to enhance service delivery, streamline processes, and improve operational effectiveness.

Core Capabilities

Capability	Proficiency
Collaborative Impact	Expert
Digital and Data Fluency	Advanced
Experience Design	Expert
Future Focus	Expert
Stewardship	Expert

More information about the core capabilities can be found at the Adelaide University intranet.

Our core values

Our values create a shared purpose and understanding of who we are, what we stand for, and how we act. Our values guide us every day as we pursue our strategic ambition. Each value has been brought to life through a description that has been co-created with our people that will guide our behaviour and interactions with each other, our students, and our partners.



Trust

We are authentic in our interactions and act with integrity and reliability.



Inclusivity

We embrace the uniqueness of each member of our community.



Ambition

Together, we are bold and energetic in our pursuit of excellence



Respect

We listen and learn through respectful dialogue and debate



Discovery

We move beyond boundaries with curiosity and innovation.