**PEOPLE ASSURANCE ADVISOR**

**Human Resources**

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| **Reporting To:** | People Operations Manager |
| **Location:** | Working from Home / Any Costa Location (preferably on the Eastern seaboard close to most SMETA audited locations) |

**Position Purpose**

The People Assurance Advisor is responsible for proactively championing and maintaining Costa’s labour standards, systems and programs to ensure Costa and its third parties comply to those standards at the highest level, and deliver confidential support and reporting pathways.

**Dimensions**

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| * Leading grower, packer and marketer of fresh fruit and vegetables in Australia, China and Morocco with a fluctuating worker base of ~15,000 and over 100 nationalities
* Strong corporate governance and ethical sourcing requirements required from customers (Coles, Woolworths, Aldi) through its supply chains
* Group position within People Assurance providing guidance and support to leaders and teams across all divisions within the company
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| **Responsibilities****Guidance for Leaders / HR / WHS*** Support site leaders and HR / WHS teams to understand Costa’s labour standards and their responsibilities via education programs and / or communication methods. Deliver on site training programs where opportunities become available, as applicable.
* Maintain systems and processes that support site leadership teams to effectively self-audit their compliance against labour standards (including accommodation and transport)
* Report on SMETA and desktop audit findings so that learnings are shared and results are improved upon.
* Provide guidance to equip leaders and HR / WHS teams to be SMETA audit-ready.
* Champion the People Assurance site on the Human Resources intranet.
* Educate site leaders and HR / WHS teams on reporting pathways, tools and processes for people incidents.
* Support site leaders and HR / WHS teams to resolve non-conformances that have group-wide consequences.
* Undertake, review and / or support the process of self-audits of Costa’s payroll systems.
* Support the transition to Costa’s international labour standards.

**SMETA Audit Process*** Support the People Assurance BPs with the preparation of SMETA audits by assisting with desktop audits, reviewing pre-audit documentation and ensuring all necessary resources are in place prior to the audit date.
* Provide on-site support by travelling to audit locations as required to assist site HR / WHS Leaders and auditors during the SMETA audit process.
* Support the People Assurance BPs by ensuring all required documentation and records are organised, accessible or requested accurately within a timely matter for the auditor.
* Support site with provision of documentation, coordinating interviews and site tours when required during audit process.
* Maintain open communication with all parties involved within the audit process to address any issues or concerns that may arise during the audit period.
* Undertake an in-person company self-assessment (safety, fire and hygiene check) of the site, any company provided or Labour Hire Provider accommodation and transport where possible. Use the Costa audit tools and policy to ensure continued relevance and functionality.
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| **Processes for Labour Hire*** Support the lifecycle process of Labour Hire Providers by ensuring they are onboarded, inducted and offboarded correctly.
* Support and help educate Labour Hire Providers to ensure they meet and understand Costa’s labour standards and their responsibilities within the Deed.
* Identify areas of improvement and efficiency in the Labour Hire desktop audit process.
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| **Support for the Workforce*** Actively promote a culture of ethical behaviour by setting a positive example and ensuring that these principles are integrated into all aspects of the decision making and operations.
* Support the People Assurance Business Partners, People Operations Manager and / or Chief People & Safety Officer to investigate people incidents as required.
* Oversee and maintain the reporting and tracking of all people incidents.
* Ensure key communications are translated and accessible.
* Continue to improve and identify opportunities to enhance workplace support mechanisms.
* Manage the People Assurance and Costa Worker Support email inboxes.
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**Behavioural Competencies**

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| * Understanding of labour risk identification and mitigation
* Ability to understand the intent of standards and regulations and articulate with good judgement.
* Excellent communication skills and the ability to influence in a diplomatic way.
* Proven experience developing relationships with stakeholders.
* Ability to effectively manage competing priorities and deliver in a timely manner to a high standard.
* Confidentiality and sensitivity.
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**Skills**

| * Conduct sample-based testing of Payroll and payroll compliance processes to evaluate adherence with established policies and procedures and employment laws.
* Maintain precise and comprehensive working papers that clearly document the testing procedures and findings.
* Excellent problem-solving skills and attention to detail.
* Prepare thorough, data-driven summaries of findings and presenting identified issues.
* Communicate/present findings to stakeholders, including to internal and external stakeholders and senior management.
* Critical analysis and reporting skills, attention to detail and excellent writing skills.
* Investigation skills and sensitivity.
* The ability to read the room and respond accordingly.
* Ability to work collaboratively in a team environment.
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**Experience**

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| * 2+ years experience in HR / payroll, payroll compliance, audit, sustainability, ethical sourcing or similar.
* Proficiency in Payroll systems, data analysis, and report generation.
* Award interpretation, understanding of employment laws, payroll background or similar.
* Understanding of Visa requirements / rights to work.
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**Core Values**

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| * Determination – acting decisively and with a sense of urgency
* Passion – challenging the status quo and acting with energy and enthusiasm
* Accountability – focusing on outcomes and delivering on commitments
* Sincerity – acting bolding in an open, honest, and responsible manner
* Respect – treating others as we expect to be treated in attitude, communication, and personal safety
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**Other Relevant Information:**

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| * Flexible – full time or part-time.
* Significant amount of travel inter/intrastate will be required to attend audits/pre-audits, which may commence outside of ordinary working hours. Travel may be required spontaneously and over the weekend. Time in lieu and flexibility will be provided to offset this.
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