

8:30am

I wonder what today will bring?

I usually arrive early enough to get a coffee and have a chat with my team before I start work. We're a close-knit team so we tend to chat about what's going on in our lives. It's Friday so there's definitely that vibe in the office. I check my calendar and see that I have a meeting and an interview today, so I'll need to organise my time around them. Things tend to "pop up" in my job so I need to be flexible with my time. My meeting is at 11:00am so I'll be in the office until then. I check my emails to find that a manager has asked me to advertise a job for them. I haven't got enough detail in the email, so I give the manager a call to discuss the position and any specific information they would like included in the ad. I need the manager's approval before the ads can go live, so once the drafts are done, I send them to the manager to review.

9:00am

Paperwork, paperwork, paperwork!!

The internal mail has arrived. I open my mail to find the documentation for a new employee. The manager has sent it to me so that we can get the new person ready for their first day at RACQ. I check through the documentation to ensure we have everything we need. There is one piece of information missing so I call the manager and request it to be sent through. I pass the rest of the documentation on to our HR administration team so an employment contract and employee file can be prepared.

9:30am

Unexpected call - time to be flexible

A manager calls me and asks if I can spare some time to talk with them regarding an employee who has potentially breached the Code of Conduct. It's quite urgent and the manager would like to talk now over the phone. I'm on the phone with the manager for quite a while, talking through the issues, discussing the disciplinary process and the different avenues it can take. After our conversation there are some documents that I need to put together in order for the manager to meet with the employee today. I need to jump on this straight away so I can send it off before going to my meeting at 11:00am.

10:30am

Time to catch up

Documents are done and sent off to the manager. While I was on the phone, I've had a few emails come through. In checking them, there are a couple of things I need to respond to or action quickly. Firstly, the job ads from earlier have been approved, so I can now load the ads on the Intranet and SEEK. Once that's done I send the manager an email to advise that the ads are live. I've also had a query from a team leader regarding a clause in the Workplace Agreement. I find the relevant section of the Agreement and respond to the Team Leader's email providing advice on the interpretation of the clause. There are occasions where I need to speak to our Industrial Relations team to get further advice on matters, but this was a fairly straightforward issue.

11:00am

Off to a meeting...

My meeting this morning is concerning an investigation I am currently conducting in relation to a grievance that has been raised. I have conducted a number of meetings and I'm at the stage where I am providing my recommendation to the manager. This should be a fairly quick meeting as I've kept the manager in the loop as much as possible throughout the process. We discuss the process that was undertaken, the information I gathered and the recommended course of action. I also provide the manager with advice as to how they may proceed based on the information I've provided.



11:30am

Lunchtime here I come.

Today I plan on taking lunch early because I have an interview at 12:00pm. The interview is with an internal staff member who has requested the interview take place in her lunch break. We're pretty lucky in HR that we don't really have scheduled lunch breaks. We have a hotline phone that needs to be answered though, so we just need to ensure that there is someone in the office to answer the phone and at least one HR Business Consultant in case anything urgent comes up. I quickly grab some food from our onsite cafe and head back to my desk. It's not like this everyday so I don't mind when I have to have a quick lur.



12:00pm

Questions, questions and more questions.

I head off to the Interview and meet the recruiting manager along the way. This is the last interview from our short list so after we see this candidate we will need to review all of our information and make a decision. Before we can finalise the process the reference checks must be done by the manager and then we will be able to offer the position to the successful candidate.

2:00pm

Preparation is the key!

I come back to my desk to find some more emails waiting for me. One is from a staff member I interviewed and tested last week. The staff member has already been notified that she was not successful in gaining the position, and would now like feedback on her assessments. I enjoy giving feedback to people because it gives me an opportunity to help identify potential development opportunities for them. You need to be really prepared for these conversations and make sure you are sensitive to people's feelings. I arrange a meeting for Monday afternoon. That way I have time to prepare.

2:30pm

Cake and Coffee Fridays

It's Friday afternoon, and on Friday afternoons we all need something to keep us going. For us in HR, it's \$5 cake and coffee from our onsite cafe. Every week it's a fight to get the yummiest cake. Some weeks you win, some weeks you lose!

3:00pm

The fun side of HR...

Now that I'm energised after my sugar hit, I start working on one of the more fun sides to my job - projects. At the moment, I am the lead for the "Recommend a Friend" project that we are working on, which is a great initiative for staff and I'm really excited about it. I'm meeting with my team to get their input on some entertaining and attention-grabbing ways to launch the new program. After the meeting I'm in a position to be able to liaise with our contact in Marketing to put forward our ideas. I also need to involve our Technology team because we will need to put some information on the Intranet. The best part about working on projects is the variety that they bring. I get to interact with people I wouldn't normally communicate with and it breaks up my day-to-day work.

4:30pm

Conflict resolution

I receive an email from a staff member who has advised he is having problems with his manager and would like some advice on how to handle the situation. In HR, we are here to provide advice and guidance to both managers and employees, so I email the employee back and arrange a meeting for Monday. I also give the employee details of the Employee Assistance Program to ensure that he is aware that there is someone outside RACQ he can talk to.

5:00pm

What lies ahead?

Before I leave each day, I like to ensure that I'm across what the next day has in store for me, especially on Friday afternoon. I check my emails and update my "To Do" list based on the day's events. This helps me prioritise what I need to do and when it has to be done by. There are a few things on Monday's list like preparing for the feedback I have to give the employee, finalising the recruitment process from today, and also meeting with the employee who emailed regarding advice for dealing with his manager. Looks like it's going to be a busy week ahead!

