



DIRECTOR - PEOPLE & CULTURE

JOB & PERSON SPECIFICATION

MAY 2022



DIRECTOR - PEOPLE & CULTURE

Services: Hospital & Orthopaedics

Reports to: Chief Executive Officer

About the role

The Director - People & Culture is responsible for contributing to the organisation's strategic growth and success via delivery of contemporary workforce planning across the business teams of the orthopaedic clinic and hospital. The role will design and lead the execution of the people and culture strategy, with a key focus on organisational training and development, safety and wellbeing and workforce planning.

Reporting to the Chief Executive Officer, the incumbent will be a champion of innovation, progress and reform, influencing discussion at the executive table and beyond and playing a key role in positioning sportsmed as a leader in patient care and having a benchmark organisational culture.

The incumbent will provide outstanding leadership in a multifaceted department and influence the whole organisation, ensuring sportsmed's human resources, employee relations activities and administration services maximise the strategic utilisation of human resources in line with business and legislative requirements.

The Director People and Culture will be an influential front runner working in collaboration with the organisation to meet key requirements and providing high level advice to the Chief Executive Officer, the board and the executive. The incumbent will effectively lead the People & Culture department in providing excellent internal services and contributing to creating a high performing, service orientated values and results focused organisation.

This senior position is an integral part of the executive management team and will require flexibility, adaptability, confidence and ability in developing strong working relationships with all stakeholders and delivering strategic plans in a timely and cost-effective manner.

About sportsmed

South Australian practitioner owned and operated sportsmed is an industry leading private orthopaedic hospital, surgery and multidisciplinary outpatient clinic provider, operating in one of the largest purpose-built sports medicine facilities in the world.

Operating for over 30 years in South Australia, sportsmed is committed to providing excellence in sports medicine and related services to people of all ages ranging from elite athletes to older active people.

Key responsibilities

- Leads from the front in enhancing sportsmed's culture through collaboration with partners, stakeholders, government and customers.
- Has a strong impact on others by modelling high performance and alignment with the organisation's values and aspirations that support the attainment of sportsmed's strategic vision.
- Researches, initiates and leads people-related service improvement initiatives aligned to the strategic plan, including, critically, a future workforce plan to deliver an expanded service model and maximise staff utilisation resulting in benchmark surgeon and patient experience.
- Supports the board and the CEO in the provision of metrics and advice regarding the organisation's culture, people performance, administration provision and Work Health and Safety (WHS).

- Provides leadership across the organisation on employment lifecycle and talent management by constantly improving attraction, recruitment, on-boarding, induction, ongoing working relationships and ensuring sportsmed's processes and behaviours improve organisational performance.
- Facilitates an effective employee performance and development review process that has regard to the KPIs and outcomes, demonstrably increases performance, enhances culture and effectively addresses underperformance.
- Provides coaching and training to managers and supervisors to support them in having authentic and robust conversations that lead to positive behavioural change.
- Develops and implements training and development programs and career opportunities aimed at enhancing existing skills, retaining top performers and developing future leaders.
- Represents sportsmed on industrial relations matters including leading EBA negotiations to ensure the organisation is operating effectively within legislation frameworks and risk is minimised.
- Ensure Managers are assisted with the investigation and resolution of claims of inappropriate workplace behaviours / conflict in a timely manner.
- Actively contributes to the development of comprehensive, organisation-wide industrial relations policies and procedures to ensure best practice risk management and commitment to service excellence.
- Manages the People & Culture Department's budget including the organisation's training and development budget ensuring that Department operates within budget requirements whilst KPIs are at the forefront of operations and are met.
- Acts as the organisational 'champion' for WHS ensuring all legislation and regulation obligations are met by modelling and promoting a safety philosophy for all sportsmed staff, clients and visitors.
- Oversees WHS programs by providing leadership and support to the Safety & Wellbeing Manager and provide regular metrics on WHS via an incident reporting tool including an analysis on their implications.
- Ensures that activities associated with Return-to-Work practices are undertaken.

Work Health & Safety Responsibilities

- Take reasonable care to protect your own health and safety at work and avoid adversely affecting the health and safety of other persons in accordance with the requirements of the Work Health and Safety Act 2012 (SA)
- Ensure WHS legislative compliance is maintained within the area of responsibility.
- Attend WHS and any other allocated training and follow the instructions and advice provided.
- Notify your manager of any hazards/risks you identify in the course of your daily duties.
- Use and care for equipment, including personal protective equipment, as instructed.
- Do not intentionally or recklessly interfere with or misuse workplace equipment and supplies in a manner that could adversely affect others health, safety or welfare in the workplace.

Selection Criteria

Candidates should ensure that their application clearly demonstrates their ability to meet the Essential Criteria detailed below.

Qualifications	A tertiary qualification in human resources, employee relations, industrial relations, or related area, and extensive relevant experience in a small to medium sized organisation.	Essential
People Leadership	<p>Role model our agreed behaviours and inspires our people to deliver the best patient care and experience.</p> <p>Demonstrated ability to lead and influence across multiple layers of an organisation.</p> <p>Mature, assertive and confident to approach people of all levels across the organisation.</p> <p>Demonstrated ability to coach and support employees in their performance and towards their professional development.</p>	Essential
Business Acumen	<p>A good understanding and application of financial management principles and practices.</p> <p>Working knowledge of corporate governance, financial structures and systems appropriate to a complex professional services organisation.</p>	Essential
Technical Knowledge & Experience	<p>Demonstrated understanding of human resources principles and system management.</p> <p>Completed return to work training with registered RTO with RTWSA for high-risk industry.</p>	<p>Essential</p> <p>Desirable</p>
Innovation & Initiative	Demonstrated knowledge and experience identifying stakeholder needs and use of this information to help determine priorities and the way forward.	Essential
Resource Management & Decision Making	<p>Ability to prioritise and be flexible when responding to changing priorities and demands of managers and staff.</p> <p>Extensive demonstrated ability to take ownership and accountability for deliverables.</p> <p>Problem solving/triaging to respond to a diverse set of issues using critical thinking to determine the impact.</p>	Essential
Professional Development	A commitment to ongoing professional development and continuous learning and improvement.	Essential
Collaboration & Communication	<p>Energy and personal style to collaborate and influence across all levels in order to create awareness and traction around the adoption of human resources strategies.</p> <p>Influences and leverages opportunities to connect and collaborate across the sector.</p> <p>Demonstrated ability to act as a “Change Champion” and to effectively communicate with and influence others towards acceptance and understanding of change.</p>	Essential

	<p>Highly developed interpersonal skills and proven ability to build positive relationships and consult, negotiate and communicate internally and externally.</p> <p>Demonstrated ability to impact and influence others thinking, challenge decisions and at times have challenging conversations to move towards organisational outcomes.</p>	
Administrative Skills	<p>Demonstrated ability to identify key issues and present recommendations in a concise and logical manner.</p> <p>High level verbal and written communication and presentation skills.</p>	Essential
Experience	<p>Experience operating within a complex, owner operated business model.</p>	Desirable



HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call Andrew on (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.