



MANAGER PEOPLE AND CULTURE

JOB & PERSON SPECIFICATION

FEBRUARY 2024

POSITION DESCRIPTION

Position:	Manager People and Culture
Department:	Corporate Services
Responsible To:	General Manager, Corporate Services
Direct Reports:	HR Advisor and Payroll and Talent Acquisition Officer
Location:	14 Scholz Ave, Nuriootpa
Classification:	Salaried
Approval Date:	8 th February 2024

Position Summary:

The Manager, People and Culture role exists to lead, manage, and promote HR and people management practices to achieve organisational success. This will be achieved through:

- Excellent stakeholder relationships and continuous improvement activities.
- The coordination, development and implementation of HR solutions that address the key workforce challenges for the medium and long term.
- Supporting, developing, and enabling leaders to efficiently and effectively resource, manage, lead, and develop their workforce.
- Supporting the creation of a skilled, compassionate, collaborative environment that results in the provision of quality services and client experiences.
- Continuously reviewing and mitigating exposure to industrial risk through ensuring people practices, and Barossa Village policies and procedures comply with FWA (Fair Work Australia) and the Enterprise Agreements or Industry Awards relevant to our employees.

Reporting / Working Relationships:

- Works within the Corporate Services division reporting direct to the General Manager, Corporate Services.
- Manages, leads, and works within the Human Resources Team (2 direct reports)
- Works with the CEO and other Executive leaders
- Partners with, supports and enables Operational Managers and Business Leads to understand and meet their Human Resource needs.
- Engagement and management of external suppliers, consultants and industry experts as the role requires.

Key Performance Indicators:

The measures of effectiveness for this position include:

- Organisation compliance to relevant Industrial legislation and Enterprise Agreements.
- Currency and adoption of contemporary (but industry relevant) HR policies, procedures, and processes.
- Effective and process driven recruitment, induction/onboarding, employee retention and exit strategies designed to ensure employees have a positive experience through all stages of their lifecycle with the organisation.
- Effective volunteer management processes and procedures ensuring compliance with relevant legislation, policies, and procedures.
- Oversee the accuracy and timeliness of payroll processing and outputs.
- Development, refinement and delivery of Learning and Development programs enhancing organisational capability and culture.
- Effective Project Management skills and delivery of relevant projects on time and on budget.

Organisational Values:

- Compassion
- Courage
- Creative Thinking
- Collaboration

Responsibilities:

Leadership (Functional and People)

- Effective leadership of the small People and Culture team, ensuring direct reports are provided with role clarity, development of capability and skills to effectively undertake their role responsibilities, ongoing feedback, and collaboration opportunities, and that their performance aligns with the organisational values and performance expectations.
- Build and maintain highly effective workplace relationships with stakeholder groups, demonstrating a positive personal and professional brand across the organisation and with external partners.
- Manage the recruitment, onboarding and induction function continuously enhancing the recruitment, induction, and on-boarding services, ensuring the right people, in the right roles, at the right time, in the right way.
- Develop and lead an Annual People and Culture Action Plan that identifies and aligns the key people and performance deliverables of the function and how resources support the organisation's strategic success.
- Complete business unit performance reporting, instigating actions, plans or strategies to achieve targets.
- Lead and implement a continuous improvement focus across the P&C team to ensure service delivery and effectiveness aligns with stakeholder expectations.

Industrial Relations / Employee Relations

- Provide timely and accurate advice to Operational Managers and Business Leaders in relation to HR and IR advice (including workplace investigations) regarding employee related matters, ensuring compliance with applicable industrial instruments, legislation, policies, and procedures relevant to the employee/s and/or workgroup.
- Liaise with relevant external advice providers including but not limited to Employment Lawyers, Industry Bodies/Agencies and/or external support providers.
- Analyse current HR practices, recommending and implementing solutions to systemise HR processes and procedures increasing effective compliance and decision making, operational efficiency and reporting capability.
- Provide high level HR advice and support to all internal stakeholders, relating to internal policy, legislative and Enterprise Agreement compliance.
- Drive the development and execution of the relevant Enterprise Agreements and bargaining process within Barossa Village, ensuring best outcomes for employees, and the sustained future of the organisation.
- Participation in case management meetings, investigations and Fair Work Commission where required.
- Work with external specialist IR/legal advisors and other consultants as required.

Workforce Planning and Capability Development:

- Partner with the key internal stakeholders to develop and drive tailored HR strategies and operational solutions by focussing on the existing workforce and assist the organisation to prepare for its planned future. This will include identifying instances of reskilling, upskilling and succession planning.
- In conjunction with management, refine and implement an organisational workforce strategy that ensures a highly skilled, effective, and engaged worker resource pool including workers, contractors, and volunteers.

Leader Coaching and Support:

- Provide specialist advice to the CEO and Executive Leaders in the areas of effective people, culture, and performance development. The Manager People and Culture will leverage their skills, experience, and knowledge in the areas of talent attraction and induction/onboarding, IR/ER advice, people and culture programs and projects that drive increased performance, employee engagement and retention, etc.
- Provide timely, accurate and appropriate support to Operational Managers and Business Leaders in relation to people management issues, ensuring compliance to Fair Work requirements.
- Empower and build HR and leadership capability across Operational Managers and Business Leaders to enable them to manage people matters confidently and effectively within their team/work group.

People and Culture Programs, Projects, and Initiatives:

- Ensuring the business can attract and retain the best talent by implementing innovative and inclusive recruitment and career-pathway strategies and ensuring relevant reward and recognition programs are in place to support the increase in employee performance and engagement.
- Oversee the completion of the annual performance planning and development process ensuring all eligible employees receive a consistent process including performance feedback, coaching, development, and an annual salary review.
- Promote, live, and lead the organisational values ensuring they are a considered factor in recruitment, performance reviews and performance management/development activities.
- Work collaboratively with key stakeholders to develop and deploy wellbeing initiatives that assist in creating a psychologically safe and supportive work environment and culture that is consistent with our organisational values.
- Facilitation of annual processes such as engagement surveys/actions, performance reviews and talent/succession identification.

Role Competencies:

- **Analysis:** Breaks issues down into their components as a means of assessing problems and risks; Systematically compares different features, data and/or aspects of problems; Identifies assumptions, time sequences and/or causal relationships.
- **Coaching:** Works with others in a collaborative relationship to facilitate development; Raises awareness and creates accountability; Seeks commitment to action.
- **Relationship Building:** Develops and maintains productive internal and external relationships to facilitate the achievement of work-related objectives.
- **Results Focus:** Strives to meet or exceed standards of excellence; Sets and reaches challenging personal and organisational goals; Achieves goals and meets deadlines despite obstacles; Acknowledging that some work maybe repetitive, perseveres with responsibilities without compromising quality or excellence.
- **Decision Making:** Makes timely and sound choices, having appropriately considered risks and benefits; Consults requisite facts and figures to help inform or guide choices; Understands own scope and accountability and embraces the opportunity to determine the best course of action.

As Workers of Barossa Village, we also expect professionalism and excellence in our respective fields.

Skills and Personal Attributes:

- Adherence to corporate policy, procedure, systems, and processes as relevant to the role, but not limited to, our Organisational Values and Code of Conduct for Employees.
- Demonstrated willingness to drive personal development through corporate professional development processes.
- Strong communicator both verbally and in writing including writing reports, IR related letters and documentation.
- Have excellent time management skills and an ability to work effectively unsupervised and to coordinate staff, suppliers and contractors when required.
- Demonstrated commitment to high standards of customer service and continuous improvement.
- Able to demonstrate the attitudes and behaviours that promote a respectful and balanced partnership approach within the team, other staff members, contractors, volunteers, and our client base of older people.
- To be a role model in promoting a success-based culture in the organisation through assisting and supporting all employees to succeed within their teams and role.

Essential Criteria:

- Relevant tertiary qualifications (Human Resources, Psychology, Business Administration, or similar.)
- Working knowledge of multiple (general) human resource disciplines, including, organisational diagnosis, employee and union relations, performance management, compensation practices and federal and state respective employment law.
- Demonstrated employment and industrial relations experience.
- Excellent communication, client service, interpersonal, mediation, persuasion, and negotiation skills.
- Demonstrated ability to take initiative and prioritise workload.
- Excellent computer literacy skills across the MS Office suite i.e., Word, Excel, Outlook.
- Police check clearance
- Participate in the Barossa Village Annual Mandatory Vaccination Programs.
- Current Drivers Licence

Desirable Criteria:

- Experience in negotiating Enterprise Agreements.
- Experience in the provision of Learning and Development solutions.
- Experience working in the Aged Care sector.



HOW TO APPLY

Applications including a cover letter and CV should be addressed to Andrew Reed or Bernie Dyer. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.