



SENIOR MANAGER PEOPLE, CULTURE & PERFORMANCE

JOB & PERSON SPECIFICATION

SEPTEMBER 2024

Position Title	Senior Manager People, Culture and Performance
Department	People and Technology
Location	National Support Office
State/Territory	South Australia
Status	Full-time

Position reports to:

General Manager People and Technology

Broad Accountability

The role of Senior Manger People Culture and Performance is responsible for supporting the profitability of FSMA through the delivery of human resource services that achieves the organisation's goals and objectives in relation to people, culture and performance.

WHS Statement

National Pharmacies insists on a safe working environment. It is each employee's responsibility to work in accordance with the WHS system to deliver no injury or harm to people, assets or the environment.

Line Manager Statement

National Pharmacies expects managers to lead and act according to our organisation's values, be accountable for their actions and those of others and identify opportunities to coach and support others to do the same.

Senior Manager Statement

Ensure all industry knowledge is up-to-date and used effectively to execute your obligations to the organisation. Develop and maintain an effective professional network to the advantage of the organisation. Ensure all requests from the General Managers are delivered diligently.

Direct Reports

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Specific Accountabilities Authorities and Delegations

Expenditure within budget for Recruitment, Uniforms and Training
Authorisation of Intercompany bank transfers, wages and third party payments within delegated authority
Sign off of team member weekly time sheet/s and annual leave

Special Working Conditions

Be "On Call" 24 hours a day, 7 Day per week
Out of standard hours' work may be required
Interstate or intrastate travel maybe required

KRA 1

Achieve the annual People, Culture and Performance budgets.

KPIs

Achieve monthly EFO budget
Ensure continuous improvement in each human resource budget line

KRA 2

Meet all statutory and legislative requirements (WHS, Work Cover, EEO), with zero breaches.

KPIs

Deliver a safety framework that conforms with all legislative and associated codes of practice.
Deliver a health wellbeing program that contributes to the reduction of injuries.
Lead and develop a safety-first culture throughout the organization.
Ensure injury management framework meets relevant legislative requirements.

KRA 3

Provide specialist human resource services and advice to the Chief Executive Officer and General Managers.

KPIs

Provide value add strategic and operational human resource solutions to address people related matters.
Ensure that policies and procedures are relevant, current and reviewed in line with the organisation's plan.
Identify and manage human resource related business risks across all functional areas of responsibilities.
Collaborate with key stakeholders to proactively develop HR metrics for regular monitoring and reporting.

KRA 4

Recruit, induct and train to support business objectives within agreed timeframes and budgets

KPIs

Deliver a robust recruitment and on boarding process within budget.
Identify relevant training and professional development activities that meets the organisation's objectives within budget.
Identify opportunities to access state and federal funding to support the organisation's objectives.

KRA 5

Maintain a fit for purpose people management framework with supports a high performance culture with all key positions and successors identified.

KPIs

Ensure the organisations people program addresses succession planning, workforce development, key employee retention, organisation design, reward and recognition, change management and supports the organisations objectives.

Ensure line managers develop and maintain position descriptions for their teams.

Lead the implementation of the performance development system.

KRA 6

Ensure industrial obligations are met, including enterprise bargaining, with zero breaches of legislation

KPIs

Build an industrial relations frame work that provides flexibility and meets the organisation's objectives. Provide Industrial Relations education, advice and coaching to managers to ensure consistent, fair and equitable outcomes.

Ensure all employees are remunerated in line with relevant legislation, agreements, awards and the NES

Lead the strategy and negotiation for the organisation's enterprise agreements.

Person Description

Essential Criteria

Relevant University qualifications in Human Resources or related discipline or relevant work experience

Well developed experience in a senior role

Strong business/commercial acumen

Highly developed interpersonal and communication skills combined with good personal presentation skills

Sounds knowledge of the industrial framework

Proven ability to relate to people at all levels

Proven ability to effectively handle confidential/sensitive information, issues or situations

Customer focused (both internal and external customers)

Ability to apply high level of critical thinking and provide solutions

Experience in implementing systems

Demonstrated experience in building and implement programs that support business goals

Desirable Criteria

Experience in a multi-site business

Retail industry experience

Experience leading multi discipline teams



HOW TO APPLY

Applications including a cover letter and CV uploaded as one PDF document should be addressed to Andrew Reed and Bernie Dyer. Please visit henderconsulting.com.au to apply.

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

Please Note

Your application will be automatically acknowledged by a return email.