



SENIOR MANAGER – PEOPLE AND CULTURE OPERATIONS

JOB & PERSON SPECIFICATION

SEPTEMBER 2024

TITLE OF POSITION:	SENIOR MANAGER – PEOPLE AND CULTURE OPERATIONS
DIVISION:	People & Culture
SITE:	Head Office
REPORTS TO:	Executive Manager People and Culture

OVERVIEW OF ROLE

In accordance with Resthaven vision, mission and values the Senior Manager People & Culture Operations develops, implements and manages P&C operations, people policies, practices and initiatives related to retention, workplace relations, remuneration, employee entitlements and benefits. This role leads the workplace relations, consulting, Payroll leading to enhanced employee experience and performance.

Special Conditions: Due to the nature of Resthaven’s operations and the position, the manager may be contacted outside of their usual working hours and required to respond to urgent matters impacting business operations.

ABOUT RESTHAVEN

Resthaven was established in 1935 and is one of a select few providers to offer the full range of aged care services. Proudly South Australian, Resthaven is a financially independent, not-for-profit charity associated with the Uniting Church in Australia. Find meaningful connections and work with purpose as you are supported to develop in your role.

CORE RESPONSIBILITIES

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following:

- Leading Resthaven Workplace relations team to deliver comprehensive and timely Human Resources advice and HR services.
- Build and lead Consulting and People Partner team to provide consultancy services to senior leaders across the organisation on people related matters including retention, employee relations, performance improvement, remuneration, retention and benefits, and building positive workplace culture.
- Oversee and manage Resthaven Payroll teams, benefits administration and employee records management.
- Lead employee relations processes relating investigations, disciplinary matters, industrial dispute management and complex case management.
- Oversee the delivery of employee survey processes to measure employee satisfaction, identify retention risk, assess effectiveness of onboarding processes and identify and recommend improvements.
- Develop and deliver people related information and metrics to support operations and decision making.
- Develop, implement and maintain policy and procedure relevant to areas of accountability to both manage risk and compliance as well as to position Resthaven as a preferred employer in our industry
- Working proactively and collaboratively with senior leaders and the broader People & Culture team to closely analyse, prioritise and respond to people related organisational challenges

- Lead and develop a team of People & Culture and Payroll professionals to partner effectively with Resthaven leaders and advocate for our employees.
- Proactively participate in the development and delivery of Resthaven's People Strategy and the People & Culture operational plan and ensure team alignment to the key objectives
- Participate in or lead People & Culture projects and initiatives as required.

RESTHAVEN REQUIREMENTS

Staff must follow and apply the following:

Quality, Health, Safety, and Injury Management

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation and return to work of staff injured at work.
- Assisting in the ongoing maintenance of a safe workplace through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Reporting incidents, injuries and near misses.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

Privacy and Confidentiality

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers, students, and staff.
- Ensuring that any confidential information that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
 - business or operational interests,
 - methodology and affairs,
 - financial information and;
 - anything else that is notified as being confidential.

SELECTION CRITERIA

Essential

- Extensive experience in leading a broad Human Resources functions.
- Relevant degree in Industrial Relations, Law, Human Resources, Business, or a related field.
- Proven experience in building HR team including consulting and advisory teams.
- Proven experience in leading the workplace relations, People Partnering, HR operations teams and payroll teams.
- Sound knowledge of remuneration and payroll and practices.
- Ability to navigate through complex organisational dynamics and manage stakeholders at all levels.
- A strong communicator, able to influence and articulate complex or challenging concepts at all levels in the organisation, both verbally and in writing.
- Ability to work in a consultative manner, establish and sustain effective working relationships across the organisation with external agencies and industrial parties.
- An aptitude for data analysis, articulation of insights, and development of system solutions.
- Experience in leading change initiatives and communication.
- Ability to interpret statutory documents and workplace legislation.
- Ability to work in a confidential manner, with minimal supervision.

- Sound understanding of employment law and experience in leading enterprise bargaining processes.
- Proficient in the use of the Microsoft Office Suite of products.
- Current drivers licence.

Desirable

- Experience in either Aged Care industry or other health organisation.
- Experience working with diverse workforce.

Acknowledged:

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Employee

Date:

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HOW TO APPLY

Applications including a cover letter and CV should be addressed to Justin Hinora. 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.