



**PEOPLE AND CULTURE MANAGER**

**JOB & PERSON SPECIFICATION**

**JANUARY 2026**

# POSITION DESCRIPTION

**WEST BEACH PARKS**

## Position Description

### PEOPLE AND CULTURE MANAGER

#### POSITION

<b>Position Title:</b>	People and Culture Manager
<b>Department:</b>	Corporate Services
<b>Responsible To:</b>	General Manager – Corporate Services

#### POSITION PURPOSE

<b>Primary Purpose of Role:</b>	The People and Culture Manager supports the strategic success of West Beach Parks (WBP) through the design, delivery and implementation of the WBP People strategy. The position is responsible for providing strategic and operational advice to the CEO, Executives and management to: <ul style="list-style-type: none"><li>▪ improve Human Resource (HR) planning, systems, and processes,</li><li>▪ meet changing needs,</li><li>▪ foster and lead a constructive organisational culture,</li><li>▪ ensure that WBP provides a positive and safe work environment, and</li><li>▪ ensure WBP is regarded as an “employer of choice” by current and potential employees.</li></ul>
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## ABOUT WEST BEACH PARKS

### Our Vision:

To be Australia's favourite Tourism, Sport and Leisure destination for everyone

### Our Purpose:

To care for and enhance West Beach Parks for current and future generations

### Strategic Priorities:



**Our Destination:** *We will continue to drive the evolution of West Beach Parks for the benefit and enjoyment of everyone*



**Our Community:** *We will build and preserve genuine relationships within our Community, and continue to create inclusive environments for everyone*



**Our Environment:** *We will ensure that environmental sustainability is at the heart of everything we do*



### Our People, Our Business

*We will invest in our people and our business, and ensure long-term financial sustainability*

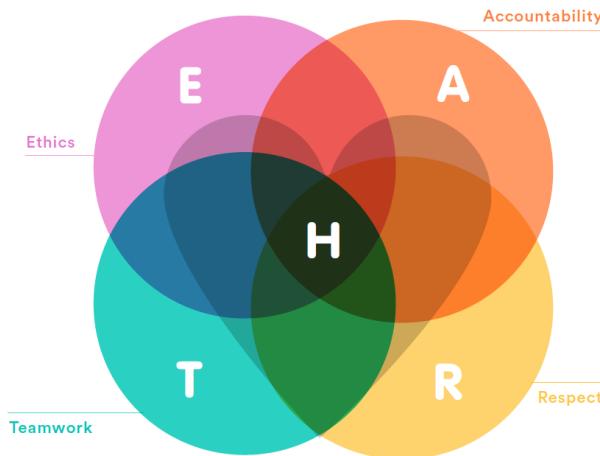


## Our Values

# HEART

[H]EART is the collection of our Values: Ethics, Accountability, Respect and Teamwork that we are proud to live by everyday.

This HEART framework describes our way of operating, our actions, the pulse of our organisation.



### ETHICS

*We do the right thing*

To demonstrate Ethics, I

- Do what I say
- Value what we stand for
- Do the right thing
- Act consistently and with integrity
- Care and follow the rules

### ACCOUNTABILITY

*We own our actions and behave responsibly*

To demonstrate Accountability, I

- Learn from my mistakes
- Use my skills to do my job
- Am proud of what I do
- Own the decisions I make
- Deliver on my promises

### RESPECT

*For our visitors, each other and our environment*

To demonstrate Respect, I

- Appreciate the differences in our teams
- Help visitors and our team
- Look after and protect the environment
- Listen to what others have to say
- Am polite and kind to others

### TEAMWORK

*We work together to create and deliver a great visitor experience*

To demonstrate Teamwork, I

- Contribute my best
- Work for our common goals
- Am open and supportive of others
- Recognise others for their work
- Share and celebrate success



## POSITION KEY RESULT AREAS

Key Result Areas	Responsibilities	Measures
<b>People and Culture Advice and Support</b>	<ul style="list-style-type: none"><li>Provide organisational HR advice for strategic and operational planning and outcomes.</li><li>Participate in the annual budget process.</li><li>Develop a strategic workforce plan in response to identified current and future staffing requirements.</li><li>Review WBP People and Culture policies and procedures, including the development of new policies and procedures where required.</li><li>Advise management on the interpretation and application of the WBP Enterprise Agreement, relevant legislation and Office of the Commissioner for Public Sector Employment Determinations and Directions.</li><li>In conjunction with the People and Culture Coordinator provide Industrial Relations support, advice and guidance to management as and when required.</li><li>Advise on employment conditions, HR trends, employee relations issues, WHS, Injury Management, health and wellbeing, remuneration level management, HR record management and employment contract administration.</li><li>Participate in West Beach Trust Enterprise Agreement negotiations.</li></ul>	<ul style="list-style-type: none"><li>Proactive approach to providing solutions for improved efficiencies and employee outcomes.</li><li>Proactive approach to providing enhanced reporting.</li><li>Timely establishment of the Enterprise Agreement.</li><li>Appropriate response to Office of the Commissioner for Public Sector Employment Directions and advice.</li></ul>
<b>People and Culture Management</b>	<p>Effectively manage and lead the People and Culture function by:</p> <ul style="list-style-type: none"><li>Coordinating the implementation and application of HR management practices including recruitment, selection checks, employment contracts, induction, training, position descriptions, exit interviews, reward and recognition, performance reviews and remuneration review to generate a strong employee value proposition.</li><li>Developing corporate People and Culture policies, procedures, strategies, plans and performance targets.</li><li>Ensuring the provision of Industrial Relations support, guidance and advice to management as and when required.</li><li>Reviewing Office of the Commissioner for Public Sector Employment Determinations and Directions and updating corporate People and Culture policies and procedures as required.</li><li>Managing the delivery of People and Culture projects and strategic initiatives.</li><li>Designing and maintaining internal control systems.</li><li>Ensuring the development, coordination and progress monitoring of WHS strategies, systems, policies, procedures, work instructions.</li></ul>	<ul style="list-style-type: none"><li>Consistent monitoring and development of plans, policies/ procedures and strategies.</li><li>Proactive approach to providing solutions for improved efficiencies.</li></ul>



Key Result Areas	Responsibilities	Measures
<b>People and Culture Management continued</b>	<ul style="list-style-type: none"> <li>▪ Coordinating injury management, workers compensation claims and non-work related injuries.</li> <li>▪ Developing and implementing an effective Learning and Development Framework which includes e-learning programs.</li> <li>▪ Developing internal training programs as per the Learning and Development Framework.</li> <li>▪ Developing, implementing and analysing results of employee surveys.</li> <li>▪ Providing advice on the preparation of position descriptions and selection panel processes and practices.</li> <li>▪ Maintaining all HR Information Systems – ELMO, High 5, Tanda and MicroPay.</li> <li>▪ Recognising employee Years of Service.</li> <li>▪ In a backup capacity processing fortnightly pay runs or completing the required pay run checking in an accurate and timely manner.</li> <li>▪ Ensuring all changes to the West Beach Trust Enterprise Agreement and relevant awards are accurately reflected in the Payroll and Time and Attendance Systems.</li> <li>▪ Developing and implementing an annual Employee Events Calendar.</li> <li>▪ Participating as a member of the WBP Emergency Management Team.</li> <li>▪ Participating in the West Beach Trust Board Human Resources and Remuneration Sub-Committee.</li> <li>▪ Assuming duty as a Responsible Officer at WBP under Section 13 of the Public Interest Disclosure Act 2018.</li> <li>▪ Ensuring the coordination of all WBP uniforms.</li> </ul>	
<b>Information Management and Reporting</b>	<p>Provide timely and accurate people and culture and payroll information and reporting including:</p> <ul style="list-style-type: none"> <li>▪ Maintaining corporate HR and payroll information systems to: <ul style="list-style-type: none"> <li>○ provide reasonable assurance that there is complete, accurate, secure and reliable information on file and/or reported, and</li> <li>○ comply with relevant standards, laws, regulations.</li> </ul> </li> <li>▪ Preparing monthly, quarterly, six monthly, annual or ad hoc People and Culture, Payroll, WHS and Injury Management reports and graphs for the Board, CEO and Executive.</li> <li>▪ Developing “Matter for Decision” and “Report for Information” Board Reports, as required.</li> <li>▪ Providing HR benchmark comparisons to the Board, CEO and Executive, as required.</li> <li>▪ Ensuring the Executive receive regular reports on all outstanding leave entitlements.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Compliance with required standards, laws regulations.</li> <li>▪ Efficient, accurate staff record filing system.</li> <li>▪ Accuracy in HR and WHS reporting.</li> <li>▪ Meeting of required deadlines.</li> <li>▪ Accurate reporting of statistics, trends and benchmarks.</li> <li>▪ Proactive approach to providing enhanced reporting.</li> </ul>



Key Result Areas	Responsibilities	Measures
<b>Information Management and Reporting continued</b>	<ul style="list-style-type: none"> <li>▪ Providing the Executive with Payroll, WHS, Injury Management and leave trends reports, as required.</li> <li>▪ Preparing written reports, minutes, briefings and letters on a range of People and Culture, WHS and Injury Management matters as appropriate.</li> <li>▪ Ensuring hard copy and electronic filing systems are efficient, effective and up to date whilst safeguarding the protection, security and transfer of files and records.</li> <li>▪ Managing/co-ordinating the archiving of files, including the transfer and disposal of records according to retention records and policies.</li> <li>▪ Ensuring the People and Culture annual budget is set as per the allocated amount and that the actual budget spend is monitored throughout the financial year.</li> <li>▪ Ensuring accurate State of the Sector Workforce Information Collection Data is submitted to Office of the Commissioner for Public Sector Employment by the required deadline.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Establishment of an efficient and practicable records maintenance system</li> <li>▪ Annual People and Culture budget compliance</li> </ul>
<b>Management and Leadership</b>	<ul style="list-style-type: none"> <li>▪ Lead, inspire, support, motivate, train and mentor direct reports and teams to ensure that: <ul style="list-style-type: none"> <li>○ our HEART Values are instilled into everyday behaviours,</li> <li>○ department/s and individual KPI's are achieved,</li> <li>○ there is effective work planning, resource allocation and productivity,</li> <li>○ work outputs are of a high standard, and</li> <li>○ a customer centric culture is instilled.</li> </ul> </li> <li>▪ Cultivate the culture and morale of the team and report back to the General Manager on issues which may be having an impact on the team.</li> <li>▪ Assist with the implementation of the WBP Strategy and Plans as relevant to the department/s.</li> <li>▪ Recruit team members that are technically skilled or have potential to be through training.</li> <li>▪ Management of team members including induction, professional development, reward and recognition, leave requests, timesheet approval via time and attendance system (Tanda), and performance management. Correct performance issues and counsel as required.</li> <li>▪ Employment contract renewals are completed; new contracts provided to team members and signed copies of new contracts provided to payroll.</li> <li>▪ Ensure scheduled training as per the WBP Learning and Development Framework is completed by all team members.</li> <li>▪ Develop the required level of commitment and competence of the team in order to achieve goals and objectives and self-assess their performance, services, processes, resources and relationships with others.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrated leadership and management.</li> <li>▪ Team and individual goals are achievable and relevant.</li> <li>▪ Effective use of performance development and management processes.</li> <li>▪ Team member leave requests are processed and timesheets approved prior to the payroll processing deadline.</li> <li>▪ Employment contract renewals are completed in a timely manner.</li> <li>▪ Signed new employment contracts are provided to payroll prior to the previous contract end date.</li> <li>▪ Appropriate training and development planning for the team.</li> <li>▪ Learning and Development Framework Training completed by the required deadline.</li> </ul>



Key Result Areas	Responsibilities	Measures
<b>Management and Leadership continued</b>	<ul style="list-style-type: none"> <li>▪ Ensure team achievements are recognised, key performance indicators and development plans established, and regular informal and formal performance feedback is provided through probationary and 6 monthly Performance Development Reviews (PDRs).</li> <li>▪ Take responsibility for your own performance, clarify job responsibilities and look for opportunities that will develop your knowledge and skills. Develop/update your skills and knowledge (internally or externally) to reflect changed work requirements, technology etc.</li> <li>▪ Achieve effective communication by briefing and debriefing the team, holding bi-monthly departmental meetings and actively encouraging transparent communication with other departments across WBP.</li> <li>▪ Develop cooperation and trust with team members, management, colleagues and other departments across WBP and take into consideration the different viewpoints of others.</li> <li>▪ Manage employee retention and coordinate workforce planning across the team as required to ensure responsiveness to changing and emerging customer needs.</li> <li>▪ Actively contribute to the development and implementation of a team succession plan in conjunction with the General Manager.</li> <li>▪ Ensure department/s policies, procedures, work instructions and forms are updated prior to the expiry date.</li> <li>▪ Promote and monitor team compliance of: <ul style="list-style-type: none"> <li>○ all policies, procedures and work instructions relating to the department/s,</li> <li>○ people management processes, and</li> <li>○ uniform/PPE requirements and personal presentation standards.</li> </ul> </li> <li>▪ Ensure adherence to the principles and legislative requirements of people management, equal employment opportunity, anti-discrimination, social justice and work health, safety and welfare. This ensures providing a safe and secure facility for team members and customers.</li> <li>▪ Complete annual review of all direct report Position Descriptions.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Bi-monthly departmental meetings completed during the required months.</li> <li>▪ Monthly 1:1 meetings to be conducted.</li> <li>▪ 1:1 notes regularly updated in WBP online PDR system for self and team.</li> <li>▪ Regular use of High 5 by self and the team.</li> <li>▪ PDRs completed by the required deadline.</li> <li>▪ Policies, procedures, work instructions and forms updated prior to expiry date.</li> <li>▪ Self and team compliance of policies, procedures and work instructions.</li> <li>▪ Position Descriptions reviewed by the required deadline.</li> </ul>



Key Result Areas	Responsibilities	Measures
<b>Work Health and Safety</b>	<p><b><u>Responsibilities as a Worker</u></b></p> <ul style="list-style-type: none"> <li>▪ Take reasonable care for own health and safety and that of others whilst at work.</li> <li>▪ Promote health and safety awareness by setting a good example.</li> <li>▪ Comply with all WBP WHS policies, procedures, work instructions etc.</li> <li>▪ Comply with all reasonable instructions issued by your Supervisor and WBP to protect your own personal health and safety and that of others.</li> <li>▪ Not perform any procedure or task unless you have received appropriate training and instruction.</li> <li>▪ Use safety devices and personal protective equipment (PPE) correctly and in accordance with procedures/work instructions.</li> <li>▪ Report potential and actual hazards.</li> <li>▪ Report any near miss, accident or injury you sustain at work or outside of work.</li> <li>▪ Keep work areas in a safe condition, ensure good housekeeping and safe access and egress.</li> <li>▪ Participate in consultation regarding WHS.</li> <li>▪ Complete all required WHS training.</li> </ul> <p><b><u>Responsibilities as a Manager/Team Leader</u></b></p> <ul style="list-style-type: none"> <li>▪ Act as a work, health and safety role model.</li> <li>▪ Participate in the development of and implement the WBP WHS system in consultation with Workers, Health Safety Representatives (HSR) and the Work Health and Safety/Return to Work Coordinator (WHSRTWC).</li> <li>▪ Ensure that WBP procedures for regular consultation between Management and Workers are followed.</li> <li>▪ Consult with the HSR and the WHSC on any proposed changes to the workplace, plant, equipment, substances used etc.</li> <li>▪ Develop a safe working environment by controlling, directing and monitoring work practices through carrying out job safety analysis via detailed work instructions.</li> <li>▪ Ensure all Workers work in a safe manner.</li> <li>▪ Inform, instruct and train all Workers in the safe use of all plant, machinery, equipment, substances and materials used through the course of the Workers' employment, in appropriate language.</li> <li>▪ Take appropriate immediate action on receiving notification of a work-related injury or illness to a Worker or the occurrence of a dangerous, hazardous or near miss situation.</li> <li>▪ Investigate accidents and injuries as required.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrates safe work practices and acts as a health and safety role model.</li> <li>▪ Self, Worker and Contractor compliance of policies, procedures and work instructions compliance.</li> <li>▪ Self and Workers completed all WHS training by the required deadline.</li> <li>▪ Self and Worker correct use of all safety devices and PPE.</li> <li>▪ Correct reporting system is used to report potential and actual hazards.</li> <li>▪ Correct reporting system is used to report any near miss, accident or injury sustained at work or outside of work.</li> <li>▪ Effective participation in the return to work of injured/ill workers.</li> <li>▪ Work areas are in a safe condition, good housekeeping and safe access and egress.</li> <li>▪ Controls, directs and monitors work practices to maintain safety.</li> <li>▪ Takes appropriate immediate action upon notification of a work injury or illness or a dangerous, hazardous or near miss situation.</li> <li>▪ Takes remedial action to control identified hazards.</li> <li>▪ Plant, machinery and equipment are well maintained.</li> <li>▪ Regular workplace inspections are completed.</li> </ul>



Key Result Areas	Responsibilities	Measures
<b>Work Health and Safety continued</b>	<ul style="list-style-type: none"> <li>▪ Assist in the recovery and return to work of Workers who are, or have been, absent from work due to injury or illness, by working in conjunction with the WHSRTWC.</li> <li>▪ Take remedial action to control identified hazards and recommend control strategies to Manager/Executive where hazard control requires resources beyond the delegated authority.</li> <li>▪ Ensure the issue, proper use and maintenance of PPE as required.</li> <li>▪ Ensure all plant, machinery and equipment is well maintained as required.</li> <li>▪ Carry out regular, well planned and thorough inspections of the workplace as required.</li> <li>▪ Ensure good housekeeping within the workplace.</li> <li>▪ Ensure safe access and egress to/from the workplace.</li> <li>▪ Promotes and encourages participation in health and wellbeing initiatives.</li> <li>▪ Ensure all Contractors adhere to WBP WHS policies, procedures etc.</li> </ul>	

## POSITION COMPETENCY

Area	Measures
<b>Customer Experience</b>	<p>Proven ability to manage and monitor the delivery of the highest levels of customer service in line with WBP Customer Experience (CX) Standards:</p> <ul style="list-style-type: none"> <li>▪ One crew, one mission.</li> <li>▪ I create memorable experiences.</li> <li>▪ I am passionate, kind and professional.</li> <li>▪ Everyday interaction counts.</li> </ul>
<b>Achievement Orientation</b>	<p>I see myself as a prime mover and catalyst in the achievement of challenging and significant targets.</p> <p>I do not depend on others for ideas or reassurance.</p> <p>I take reasonable and well-calculated risks in order to achieve quality results.</p> <p>I am confident in dealing with challenging questions/different opinions from peers/superiors.</p>
<b>Continuous Improvement</b>	<p>I demonstrate proven ability to build and maintain a culture that encourages learning and continuous improvement.</p>



## POSITION SELECTION CRITERIA

Type	Description	Criteria
<b>Qualifications:</b>	<ul style="list-style-type: none"><li>▪ Tertiary qualifications in HR Management or equivalent discipline, with relevant extensive work experience.</li><li>▪ Current Australian Driver's Licence.</li><li>▪ Current Police Clearance.</li><li>▪ Further studies to keep abreast of changes to systems and processes relating to HR Management across the Public Sector.</li></ul>	<b>Essential</b>  <b>Desirable</b>
<b>Experience</b>	<ul style="list-style-type: none"><li>▪ A successful and proven record as a senior HR leader in a multi-disciplinary role.</li><li>▪ Demonstrated experience in Enterprise Bargaining and Negotiation.</li><li>▪ Experience in a HR role with a significant continuous improvement/change management focus.</li><li>▪ Experience in Payroll, WHS and Injury Management.</li><li>▪ Experience in project management of strategic initiatives.</li></ul>	<b>Essential</b>
<b>Skills &amp; Knowledge:</b>	<ul style="list-style-type: none"><li>▪ Knowledge of legislative requirements with regard to the Industrial Relations, WHS, Workers Compensation, Equal Opportunity and Disability Discrimination Acts.</li><li>▪ Knowledge of contemporary HR Management practices.</li><li>▪ A high level of application in Microsoft Office products, email and the internet.</li><li>▪ Experience managing e-recruitment, on-line performance development system, payroll/time and attendance system, on-line reward and recognition program, LMS or equivalent HR systems.</li><li>▪ Sound and accurate judgment, treats people with respect, works ethically and with integrity, respects confidentiality, and approaches others in a diplomatic and tactful manner.</li><li>▪ Demonstrated experience in conflict resolution and negotiations that require high level communication and planning to achieve successful outcomes.</li><li>▪ High level business planning, organisational, financial, report writing, and administrative skills.</li><li>▪ Exceptional interpersonal skills to positively build effective working relationships, drive engagement, motivate staff, and influence culture.</li><li>▪ Demonstrated responsibility for budget and financial management of the HR function.</li></ul>	<b>Essential</b>



## POSITION RESOURCES & BUDGET

<b>Number of Staff Reporting to Position:</b>	4
<b>Financial Delegation (\$):</b>	Financial authority level as per the Procurement Financial Authorisation Levels Policy (POL-CORP-FIN-005)
<b>Special Conditions:</b>	<p>Out of hours work as required.</p> <p>Intrastate and interstate travel as required.</p> <p>The incumbent is required to adhere to the Guidelines for Ethical Conduct set out in the <i>Code of Ethics for the South Australian Public Sector</i> which describes responsibilities for all Public Sector Act employees in relation to matters including confidentiality, disclosure of information, impartiality and conflict of interest.</p> <p>The incumbent will be required to:</p> <ul style="list-style-type: none"><li>▪ Achieve performance targets that are negotiated and mutually agreed with the General Manager – Corporate Services,</li><li>▪ Complete other ad hoc tasks as delegated by Executive Management, and</li><li>▪ Adhere to West Beach Parks Uniform Policy and Dress Code Policy.</li></ul>



## HOW TO APPLY

Applications including a cover letter and CV should be addressed to Bernie Dyer and Andrew Reed.  
Please visit [henderconsulting.com.au](http://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.