

# MANAGER PEOPLE AND CULTURE

## POSITION DESCRIPTION



### Position Summary

The Manager People and Culture will be responsible for providing expert human resource management advice and for developing and managing relevant systems, programs, policies and procedures to support the effective attraction, engagement and retention of suitably skilled staff. This will include the management and administration of recruitment, staff development/training, industrial relations, employee relations, employment legislation including EBA and termination.

As a key member of Council's management team, the Manager will work collaboratively with all areas of Council, relevant external agencies and government departments and will contribute to the strategic and direction of Council.

### Position Details

Title	Manager People and Culture
Classification	Band 8
Category and status	Permanent full time
Reports to	Director Corporate Services
Supervises	People and Culture Officer, Payroll Coordinator, Governance Officer, Customer Service Supervisor
External relationships	Employer Associations, Unions, Government authorities and agencies, Training providers, Consultants
Date PD approved	August 2023

### Position Key Responsibilities

Leadership	<ul style="list-style-type: none"> <li>• Demonstrate appropriate leadership through the provision of considered and appropriate advice and coaching to Executive, Managers and staff</li> <li>• Demonstrate and encourage a culture that is in line with Council values</li> <li>• Demonstrate and encourage appropriate behaviours</li> <li>• Provide and encourage communication across Council ensuring that staff are kept aware of all relevant changes that may impact them</li> </ul>
Policy and regulations	<ul style="list-style-type: none"> <li>• Stay abreast of policy and regulatory/legislation changes that apply to all employment and related matters</li> <li>• Understand, disseminate, and implement all policy and regulatory/legislation changes that apply to the Human Resources function</li> <li>• Seek and/or provide high level advice in regard to legal risks associated with employment matters</li> <li>• Ensure that all documentation and processes are maintained in accordance with Council policy and procedures</li> <li>• Manage and oversee the Council Governance, compliance and legislation accountabilities of the Governance Officer position</li> </ul>
Strategy and budget	<ul style="list-style-type: none"> <li>• Develop and review strategies and policies to support Council objectives and obligations, particularly in relation to employment conditions, organisational restructures, staff behaviour and organisational culture</li> <li>• Prepare, monitor and report on HR budget</li> <li>• Write and present reports to the executive team and Council</li> <li>• Identify potential risks associated with employment matters and develop solutions for consideration of the CEO</li> </ul>

Industrial Relations	<ul style="list-style-type: none"> <li>• Lead, manage and implement Council's Enterprise Bargaining Agreement and associated processes</li> <li>• Manage the staff consultative committee</li> <li>• Develop and maintain effective relationships with staff union representatives and union officials</li> <li>• Coordinate all industrial issues that may arise</li> </ul>
Employee Relations	<ul style="list-style-type: none"> <li>• Provide advice to staff on all employment related matters including employee entitlements</li> <li>• Manage Council's disciplinary and grievance processes</li> <li>• Manage all staff investigations and termination matters whilst minimising risk to Council</li> </ul>
Workplace Health and Safety	<ul style="list-style-type: none"> <li>• Ensure relevant corporate framework exists to support Council's compliance with Occupational Health and Safety related legislation and regulations</li> <li>• Provide advice and support to staff across the organisation on health and safety related matters</li> <li>• Manage Contractor Safety System (Rapid)</li> </ul>
Payroll	<ul style="list-style-type: none"> <li>• Manage the accurate and timely salaries and wages of Council employees in compliance with all relevant legislation.</li> </ul>
Recruitment	<ul style="list-style-type: none"> <li>• Manage and administer Council's recruitment process including advertising</li> <li>• Participate on interview panels as required</li> <li>• Produce letters of appointment and contracts</li> </ul>
Training & Development	<ul style="list-style-type: none"> <li>• Manage and administer annual review process (Staff Development Discussion)</li> <li>• Manage corporate wide training</li> <li>• Administer and manage online training platform and study assistance</li> </ul>
Staff movements	<ul style="list-style-type: none"> <li>• Oversee all staff movements across the organisation, including secondments, higher duties, promotions and long term absences (e.g. parental leave)</li> <li>• Manage staff resignation/termination process</li> <li>• Maintain Organisational Chart and produce half yearly updates (Jan &amp; July)</li> </ul>
Gender Equality	<ul style="list-style-type: none"> <li>• Develop, monitor and update the Gender Equality Action Plan</li> <li>• Facilitate the bi-annual People Matter Survey</li> <li>• Compile progress reports as required by the Commission</li> </ul>
Return to Work	<ul style="list-style-type: none"> <li>• Manage Workcover and complex return to work cases</li> <li>• Manage long term work and non-work related illness and injury cases</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Manager and oversee the implementation of a positive customer and client experience</li> </ul>
Governance	<ul style="list-style-type: none"> <li>• Manage and oversee governance functions including delegations, Community Asset Committees and insurance.</li> <li>• Manage and oversee preparation and maintenance of leases and licences in relation to Council properties</li> <li>• Provide support to the Director Corporate Services with Audit and Risk Committee requirements</li> </ul>
Ad hoc	<ul style="list-style-type: none"> <li>• Manage work experience process</li> <li>• Administer the traineeship process on behalf of departments</li> <li>• Produce HR statistical information for Executive, Annual report, LGPRF and Grants return</li> <li>• Other duties as required and within the incumbent's capabilities.</li> </ul>

### Position Organisational Responsibilities

Leadership	Position will be a role model to staff and the community; actively demonstrating Council's values. Position will guide the department ensuring the ongoing achievement of our Council plan objectives and all legislative and regulatory obligations.
Strategy and policy	Position will develop the department's strategies and policies and may provide input to the long term strategic direction of Council. Position will write Council reports; participate in Council reporting requirements including Council plan, annual report and regulatory/statutory requirements.
Budget	Position will develop, monitor and report on budgets relevant to the department.
Internal meetings	Position is required to participate in regular Management Team meetings; to present items to Executive Leadership Team, and may be required to attend Council meetings at times. Position is required to conduct regular team meetings.

External collaboration	Position will be required to represent Council at a range of forums including community meetings, industry networks, government/agency workshops etc.
Risk management	Position is responsible for identifying and minimising risk to Council; contributing to Council's risk register; ensuring that all department OH&S obligations are met.
Occupational Health and Safety	Position is responsible for identifying and minimising risk to the health and safety of staff within the department.
Corporate records	Position is responsible for the department's accurate and timely storage of all Council records in Council's record management system.
Legislative framework	Position is accountable for all Council legislative and regulatory obligations relevant to the department.
Customer Service	Position is accountable for the department's adherence to the Customer Service Charter.
Council values	Position will demonstrate and encourage behaviour in line with Council values.
Behaviour	Position will demonstrate behaviour of the highest of integrity; that is free from bullying, harassment and discrimination and that abides by the Code of Conduct.
Emergency management	Position will be required to take a key role in municipal emergencies as detailed in Council's Municipal Emergency Management Plan.

### Position accountability, judgement, skills and qualifications

Accountability and extent of authority	This position is responsible for the development and administration of relevant human resource strategies, policies, procedures, programs and systems. Position will be accountable for the accuracy and relevance of human resource management advice given and for ensuring that Council's statutory employment obligations are met. Decisions and actions taken will have a significant effect on the organisation and the image of Council. Position will be accountable for the department's budget and reporting including Annual Report.
Judgement and decision making	This is a management position that will be required to deal with complex problems on a regular basis. Position has authority to make decisions within the bounds of policy and legislation (including EBA) and will make recommendation to the CEO on issues impacting budget or liability. Position will contribute to the short-term strategic direction of Council. The position is a specialist in their field of expertise and may need to seek guidance from outside of the organisation.
Specialist skills/knowledge	Position will require an understanding of the long-term objectives of the organisation and its human resource needs. Knowledge of employment/industrial relations legislation and trends is required along with knowledge of EBA/Award interpretation, negotiation and process. Budgeting skills required. Research, analytical and investigative skills are required to enable the sound development of policy, strategy and solutions to complex problems.
Management skills	Position must be able to manage time, prioritise, organise and plan own work and accountabilities of others within the department. Understanding of personnel practices and policies is required.
Interpersonal skills	Position must be able to communicate effectively at all levels within the organisation. Position will be required to effectively present both written and verbal information to staff, the executive team and councillors. Negotiation and diplomacy skills required in dealing with complex and sensitive employee and industrial issues. Position will be required to represent Council to a range of external stakeholders, unions, government departments and other Councils.
Qualifications/experience	Degree or Diploma in relevant field along with significant experience in Human Resources

## Selection Criteria

1.	Relevant qualification in Human Resources or related discipline.
2.	Significant experience in a similar position providing guidance on complex employment issues, and industrial relations. Experience working in Human Resources within local government would be an advantage.
3.	Ability to deliver a broad range of strategic human resource functions with a focus on culture.
4.	Demonstrated ability to support, coach and mentor staff at all levels of the organisation.
5.	Demonstrated ability and willingness to be “hands-on” with all HR administrative processes using multiple systems, and an ability to adapt to new systems quickly.
6.	Excellent written and verbal communication skills including the capability to negotiate and represent Council.

Acceptance of Position Description		
<b>Approved:</b> Chief Executive Officer	<b>Signature:</b>	<b>Date:</b>
I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.		
<b>Approved:</b>	<b>Signature:</b>	<b>Date:</b>

**Position Description:** Manager People and Culture  
**Altus ECM reference:** INT23/1003EDBB  
**Position Description developed:** August 2023  
**Position Description reviewed:** April 2024