

## Position Description

**Job title:** People and Culture Manager (Part-time – 22.5 hours per week)

**Location:** Gordon

**Reports to:** TBC

## Objectives of this role

- Positively influence paid and volunteer (“workforce”) experience and the company’s culture by creating best-practice policies, programs and strategies that support workforce onboarding, engagement, development, performance management and retention;
- Help drive learning and development initiatives to increase capability and performance, and collaborating on people and culture-related projects;
- Keep abreast of policy and regulatory changes and ensure these are adopted across the organisation;
- Provide strategic advice and input to maximise engagement, retention, performance and to minimise risk;

## Position Summary

Key Accountabilities	Tasks
<b>Coach &amp; Support Managers</b>	<ul style="list-style-type: none"> <li>• Coach and support managers and coordinators in navigating and resolving people matters</li> <li>• Assist managers with recruitment efforts, including establishing and conducting orientation and training programs across the organisation</li> <li>• Identify and recommend improvements to internal standard operating procedures, including team and morale building</li> <li>• Provide guidance on the interpretation of policies, procedures, and processes</li> <li>• Assist managers to resolve workforce grievances, coach and discipline, and counselling employees, volunteers and managers</li> <li>• Champion onboarding and offboarding processes by ensuring they are high-quality and up to date</li> <li>• Maintain management guidelines by preparing, updating, and recommending human-resources policies and procedures</li> </ul>
<b>Facilitate engaging and compliant HR</b>	<ul style="list-style-type: none"> <li>• Oversee and refine policies and procedures, using existing HR systems as well as improving or recommending new processes</li> <li>• Maintain and enhance employee benefits programs, including service and other recognition programs</li> <li>• Ensure compliance with national and local HR regulations by conducting investigations and maintaining records</li> </ul>

	<ul style="list-style-type: none"> <li>• Coordinate the annual performance review cycle across the workforce</li> <li>• Consider appropriate learning and professional development opportunities (in consultation with the management team) for the whole workforce that aligns with the strategy, including coaching and mentoring opportunities for all staff and volunteers.</li> <li>• Co-ordinate the update of HR policies and procedures as required ensuring compliance with employment legislation</li> <li>• Ensure the currency and deployment of the Code of Conduct across all teams</li> <li>• Facilitate the annual Experience Survey, action planning and tracking</li> <li>• Arrange and report on exit interviews to continually improve workforce experience and retention</li> </ul>
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## Qualifications and Experience

### Essential

- A tertiary qualification in Business Management, HR, or other relevant qualification or experience.
- A minimum of 2 years' experience in a similar role with demonstrated human resources skills
- Flexible and hands-on approach with proven ability to work in a team and a proven ability to work with competing deadlines and priorities
- Exceptional communication and interpersonal skills and an ethical mindset
- Understanding of IT systems in a medium-sized office

### Preferred skills and qualifications

- Bachelor's degree (or equivalent) in human resources or related field
- Strong understanding of national laws related to HR

### Desirable

- Previous experience working with Not For Profits
- Previous experience working with volunteers

Manager name: \_\_\_\_\_ Signature: \_\_\_\_\_

Staff member: \_\_\_\_\_ Signature: \_\_\_\_\_

Date: \_\_\_\_\_