



## Head of People & Culture POSITION PROFILE

### **PART A: POSITION DESCRIPTION**

<b>Position Title:</b>	<b>Head of People &amp; Culture</b>	<b>Location:</b>	<b>Frenchs Forest</b>
<b>Group:</b>	<b>Aspect People</b>	<b>Reports to:</b>	<b>Chief Operating Officer</b>

### **Organisation Purpose**

A different brilliant<sup>®</sup> - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

<b>Vision</b>	<b>Mission</b>	<b>Values</b>
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven.	We are passionate about people, about being positive and about what's possible

### **Team Purpose**

To partner with the organisation to deliver effective people management and payroll solutions that add value and respond to changing business needs.

### **Position Purpose**

To provide strategic leadership and carry operational responsibility for HR, recruitment, learning & development, payroll and diversity, equity and inclusion. The Head of People & Culture, commits to achieving the Aspect Strategic Plan and the annual Aspect Business Plan.

## Outcomes

Key Result Area:	Requirements & Expectations	Success Indicators
<b>Leadership and Strategy</b>	<ul style="list-style-type: none"> <li>• Provide strategic leadership to achieve:               <ul style="list-style-type: none"> <li>○ Aspect's strategic directions and the goals of the business units under your leadership</li> <li>○ Service user satisfaction and staff engagement</li> <li>○ Service development and growth</li> <li>○ Financial success</li> <li>○ A strong reputation for Aspect</li> </ul> </li> <li>• Exercise leadership in the development, implementation and review of Aspect's strategic plan and annual business plans</li> <li>• Engage strategically with the Finance, People and Audit Committee &amp; Strategy Committee through the provision of advice and information on People</li> <li>• Lead, motivate and develop the People teams to achieve their goals and their Business Plan objectives.</li> <li>• Take lead responsibility for Aspect's HR, Recruitment, Payroll, Learning and Development, diversity, equity and inclusion functions and workforce planning strategy</li> <li>• Work with the Executive and Management Network to ensure the People systems and processes support the delivery of excellent customer service to all teams</li> <li>• Ensure the Executive is aware of the industrial risk, legal, business impact and financial considerations of industrial/ employment relations decisions</li> <li>• Monitor &amp; manage corporate risks in your corporate group</li> <li>• Positively lead and manage change</li> </ul>	<ul style="list-style-type: none"> <li>• Staff engagement surveys show high level of engagement</li> <li>• Aspect has a clear strategy in relation to its People</li> <li>• People &amp; Culture Business Plan is implemented</li> <li>• Leadership and talent strategies in place</li> <li>• KPIs are met</li> </ul>

<b>Operational and Financial Management</b>	<ul style="list-style-type: none"> <li>• Provide leadership and support to develop and implement plans to operationalise Aspect's strategic plan and annual business plan</li> <li>• Provide managers with decision making support for day to day operations</li> <li>• Provide the Executive with informed expert advice on HR matters</li> <li>• Provide timely and accurate financial and performance reporting</li> <li>• Operate within approved budgets and financial delegations and comply with Aspect's financial and asset management policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Successful completion of Business Plan projects</li> <li>• Consistent HR systems and process in practice across Aspect</li> <li>• Consistent Quality systems and process in practice across Aspect</li> <li>• Reporting requirements met</li> <li>• Departments operate within budget</li> <li>• ER/ IR risk to Aspect is minimised</li> </ul>
<b>Service Quality</b>	<ul style="list-style-type: none"> <li>• Continuously improve the People systems and processes and the customer service experience of Aspect managers and staff in dealing with the team</li> <li>• Ensure systems and processes align with Aspect's person centred and family focused approach</li> <li>• Record and respond to complaints and feedback from managers, staff and others and use these to identify opportunities for improvements</li> <li>• Take responsibility for ensuring that all policy framework documentation for area of responsibility is current and accurate, and procedures are documented, approved and implemented for all areas of operations as per the Policy Framework procedure.</li> <li>• Keep abreast of legislative changes related to industrial/ employment relations and payroll, across all relevant jurisdictions, and act as required to ensure that Aspect remains compliant.</li> <li>• Undertake service audits in partnership with relevant business area to identify opportunities for improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Teams' KPIs achieved</li> <li>• Teams' services are highly valued by internal customers including managers and staff</li> <li>• Policy framework documentation is current and accurate</li> <li>• Complaints registers are in place</li> <li>• Opportunities for improvement are implemented in collaboration with business units</li> <li>• Aspect is compliant with industrial/ employment relations and payroll legislative requirements</li> </ul>

<b>Diversity, Equity and Inclusion</b>	<ul style="list-style-type: none"> <li>• Lead the development and implementation of Aspect’s Diversity, Equity and Inclusion (DEI) plan</li> <li>• Champion DEI initiatives across the organisation</li> <li>• Ensure that Aspect policies are reflective of DEI principles and practices</li> <li>• Provide Managers with the knowledge and tools required to ensure diverse employees are selected, onboarded and supported over the employee lifecycle</li> <li>• Actively drive DEI through the recruitment process for Aspect</li> <li>• Specifically, work collaboratively with Aspect’s ‘Working in Partnership’ Project Manager and the Aspect Practice team, on initiatives to attract, support and retain Autistic staff at Aspect.</li> </ul>	<ul style="list-style-type: none"> <li>• A plan is developed and implemented in consultation with key stakeholders</li> <li>• All policies are reviewed and updated as appropriate</li> <li>• Develop a tool kit to equip Managers to successfully manage and support diverse employees</li> </ul>
<b>Relationships and Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Take lead responsibility for building and maintaining successful relationships with vendors of People &amp; Culture services to Aspect</li> <li>• Work collaboratively with Aspect Executive and managers to fulfil HR’s role as an internal service provider.</li> <li>• Develop and maintain a strong customer service ethos within the People &amp; Culture team and across the organisation</li> </ul>	<ul style="list-style-type: none"> <li>• Regular meetings are held with vendors and arrangements are reviewed periodically</li> <li>• Teams’ services are highly valued by Executive, managers and staff</li> </ul>
<b>Employee Engagement</b>	<ul style="list-style-type: none"> <li>• Drive cultural change to strengthen staff engagement and achieve Aspect’s mission</li> <li>• Promote Aspect’s values to guide working relationships between staff, management practices and service delivery.</li> <li>• Ensure the appropriate management of recruitment, induction and performance monitoring of staff employed in the People team</li> <li>• Provide staff within the People &amp; Culture team with opportunities for reflection and professional development</li> <li>• Keep the People &amp; Culture team abreast of developments in Aspect, including new initiatives and changes in policy</li> </ul>	<ul style="list-style-type: none"> <li>• Staff engagement surveys show high level of engagement for both organisation and your teams</li> <li>• Staff engagement surveys show strong satisfaction scores for various indicators for both organisation and your teams</li> </ul>

	<ul style="list-style-type: none"> <li>Attend promptly to issues raised by managers and staff and opportunities for improvement they identify</li> </ul>	
<b>Safeguarding the people we support</b>	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support.</p> <ul style="list-style-type: none"> <li>Fulfil your obligations to ensure Aspect complies with its Safeguarding the People We Support policy and Code of Conduct.</li> <li>Hold managers within your business unit accountable for their safeguarding responsibilities, including mandatory reporting and legal requirements and provision of safeguarding training for staff.</li> <li>Ensure appropriate resources and processes are provided to promote a safeguarding culture and educate staff to fulfil their Safeguarding responsibilities.</li> </ul> <p>Be the escalation point for all concerns and/or issues and have oversight of responses to those concerns/ issues.</p>	<ul style="list-style-type: none"> <li>Internal reporting systems, procedures and policy requirements are adhered to and fulfilled (i.e. Riskman reporting/actions)</li> <li>All external reporting agencies are notified as required and within timeframes</li> <li>Investigations are followed through to resolution and learnings used to inform improved practice.</li> <li>Learning Management System (LMS) confirms staff have completed mandatory training</li> <li>Voice survey results report staff are comfortable to raise concerns and/or issues and they are acted upon</li> </ul>
<b>Work Health and Safety leadership</b>	<p>Members of the Aspect management network are considered “officers” according to the WHS Act and accordingly are responsible for ensuring Aspect has arrangements in place to comply with legal obligations.</p> <ul style="list-style-type: none"> <li>Fulfil your obligations to ensure Aspect complies with its work health and safety obligations under WHS laws.</li> <li>Hold managers within your business unit accountable for their health and safety responsibilities.</li> <li>Fulfil your duty to exercise due diligence. Due diligence means you must: <ul style="list-style-type: none"> <li>acquire and keep up to date knowledge of work health and safety matters</li> <li>understand the operations of the business and the hazards and risks involved</li> <li>ensure appropriate financial and physical resources and processes are provided to enable hazards to be identified and risks to be eliminated or minimised</li> <li>ensure information regarding incidents, hazards and risks is received and the information is responded to in a timely way</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Injury rates are low or negligible</li> <li>Work, Health &amp; Safety matters are included as part of regular meetings</li> <li>Incident forms and safety risks are forwarded on time to the WHS Consultant</li> <li>RTW plans are in place for any injured employee</li> <li>WHS matters are included as part of regular meetings</li> <li>Identified hazards, issues or risks are evaluated and appropriate management controls applied</li> </ul>

	<ul style="list-style-type: none"> <li>○ ensure the business has, and implements, processes for complying with any legal duty or obligation</li> <li>○ verify the provision and use of resources and processes.</li> </ul>	
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## **PART B: POSITION CRITERIA**

<b>Knowledge &amp; experience</b>	<ul style="list-style-type: none"> <li>● Significant leadership experience in People &amp; Culture portfolios in a similar size and/or type of organisation.</li> <li>● Experience in a diversified organisation</li> <li>● Experience leading Diversity, Equity and Inclusion initiatives and programs</li> <li>● Proven ability to influence senior management and increase the profile of HR within an organisation</li> <li>● Experience successfully creating and leading change</li> <li>● Ability to quickly build trust and communicate effectively across all levels of an organisation</li> <li>● Ability to quickly read and analyse situations, identify and focus on critical business issues</li> <li>● Excellent attention to detail</li> <li>● Ability to judge what is important to stakeholders, staff, clients and management</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>● Degree or post graduate qualifications in HR or relevant discipline</li> </ul>
<b>Aspect Leadership Framework</b>	<ul style="list-style-type: none"> <li>● Demonstrated capacity to operate effectively within the Aspect Leadership Framework with three key areas: <ul style="list-style-type: none"> <li>· Leading Self</li> <li>· Leading Others</li> <li>· Leading Organisation – Lead Operations, Lead Strategy and Lead Innovation and Change</li> </ul> </li> </ul> <p>[See Aspect Leadership Framework (2021)]</p>
<b>Job Requirements (Essential)</b>	<ul style="list-style-type: none"> <li>● Working with Children Check clearance (NSW)</li> <li>● Completion of NDIS Worker Orientation Module</li> <li>● National Police Check Clearance</li> <li>● Valid driver's licence and willingness to travel as required</li> </ul>

**PART C: APPROVED BY**

Position Approved by:

Name: \_\_\_\_\_ (Date) \_\_\_\_\_