

## Role Description

# Section Manager People Development and Expertise



<b>Title</b>	Section Manager People Development and Expertise
<b>Location</b>	Wyong / Gosford Admin Building
<b>Classification/Grade/Band</b>	Band 3 Level 4
<b>Reports to:</b>	Unit Manager, People Planning and Operations

## Vision and Purpose

### Vision

A vibrant organisation doing great things.

### Purpose

To provide valuable services that strengthen and support the Central Coast Community.

### Values

Decisions, actions and behaviours are governed by our Corporate Values; Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

### Primary purpose of the role

Reporting directly to the Unit Manager People Planning and Operations, the role of Section Manager People Development and Expertise is responsible for the establishment, delivery, maintenance and continuous improvement of strategic activities which assist the company to attract, develop and retain employees, whilst helping them reach their full potential to improve organisational performance aligned to the company's strategy. This role will also have an important role in proactively identifying opportunities to further embed WHS within the organisation and will work to drive the desired culture throughout the business. Further, this role is responsible for developing and maintaining People and Culture policies.

In addition, the Section Manager People Development and Expertise will provide day to day leadership to a



team of professionals responsible for the delivery of expert and specialised advice that builds credibility and assists in creating an effective organisation of energised and passionate people.

### **Key accountabilities**

- Provide expert consultancy advice and support in the areas of performance and reward, talent and succession planning and access to useful resources to support the implementation of relevant programs and policies across the organisation
- Develop and implement a range of programs including talent and succession planning, talent acquisition, performance planning, recognition and engagement processes, learning and development and induction and on boarding
- Develop and maintain People and Culture policies that enable the People and Culture strategy
- Drive competitive advantage through the creation of a strong and innovative Employee Value Proposition that attracts best talent
- Collaborate with stakeholders to develop a practical workforce planning process which will provide a clear picture of the workforce and allow for the identification of current and future requirements that inform strategy
- Lead and manage the WHS, injury management and wellbeing functions including employee development and strategy development and implementation so as to facilitate a safety leadership culture across all organisational levels
- Optimise business outcomes through initiating and developing long-term goals and plans to guide the work of the team in line with organisational objectives
- Embrace diversity by supporting initiatives that create an environment in which differences are valued
- Demonstrate commitment to customer service by taking responsibility for delivering high quality services that result in a positive community impact
- Promote collaboration by identifying opportunities to work with other teams/units to solve issues and develop better processes and approaches to work
- Work collaboratively by building cooperation to overcome barriers to information sharing and communication across the organisation
- Demonstrate accountability by identifying and implementing safe work practices, taking a systematic risk management approach to ensure the health and safety of self and others

### **Interpersonal Skills and Personal Attributes**



- Demonstrate commitment to customer service by finding opportunities to collaborate with internal and external stakeholders to achieve an improved customer experience
- Display strong influencing and mediation skills by negotiating from an informed and credible position
- Communicate effectively by adjusting style and approach to translate technical information for a range of audiences, thereby optimising outcomes
- Display resilience and courage by providing open and honest feedback

## **Leadership / Management**

- Act with integrity by demonstrating professionalism and setting an example for others to follow
- Demonstrate awareness by actively seeking, reflecting and acting on feedback relating to own performance, and translate negative feedback into an opportunity to improve
- Communicate effectively and create opportunities for others to be heard and contribute to discussion and debate
- Deliver results by understanding organisational priorities, communicating team roles and responsibilities and ensuring the effective acquisition and use of resources to respond
- Apply sound problem solving by participating in and contributing to team/unit initiatives to resolve common issues and identify/share business process improvements
- Demonstrate accountability by assessing work outcomes and identifying and sharing learnings with the team to inform future actions
- Display strong people management by addressing and resolving team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way
- Inspire direction and purpose by translating broad goals into operational needs and explaining linkages for the team
- Manage change effectively by engaging staff in the process and by providing guidance, coaching and direction during periods of uncertainty

## **Technical**

- Comprehensive knowledge of relevant WHS legislation, Codes of Practice and Standards relevant to the role
- Sound knowledge of a range of change management models and approaches
- Broad knowledge of the various aspects of the employee lifecycle and methods to manage this effectively



- Apply a range of reporting writing styles to tailor communications to the audience and explain complex concepts and arguments
- Demonstrate a sound understanding of technology relevant to the work unit and identify and select the most appropriate solution
- Demonstrate sound project management by monitoring the completion of project milestones against goals and initiate amendments where necessary
- Monitor and maintain business unit knowledge of and compliance with legislative and regulatory frameworks

## **Finance and Governance**

- Deliver results by ensuring the financial implications of changed priorities are explicit and budgeted for
- Demonstrate accountability by understanding and applying high standards of financial probity, demonstrating respect for public monies and other resources
- Involve specialist finance advice where required
- Be aware of procurement and contract management risks and what actions are expected to mitigate these



## Qualifications

### Essential

- Degree qualification in Human Resources Management or a related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development.

### Desirable

- Qualifications in Organisational Development
- Qualifications in Work Health and Safety

## Experience

- Previous experience in a similar role working in a large organisation.
- Proven success as a leader with the ability to grow and develop teams focused on quality outcomes and a customer focus.
- Demonstrated experience in the development and management of safety management plans and frameworks.
- Sound experience in strategic management of organisational change including taking on a lead role in conducting major reviews and implementing change management initiatives.
- Extensive experience in the development and implementation of quality programs and initiatives across the full employee lifecycle.
- Proven commitment to customer service and demonstrated collaboration with internal and external stakeholders to achieve an improved customer experience.
- Demonstrated success in the management and delivery of Human Resources related projects.

## Key relationships

Who	
Internal	External
Executive Team	Community
Unit Managers	State and Federal Government Agencies
Councillors	Industry representatives and associations
Council employees	Vendors

