

Role Description

Section Manager People Services



Title	Section Manager People Services
Location	Wyong / Gosford Admin Building
Classification/Grade/Band	Band 3 Level 4
Reports to:	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 Services is responsible for leading the creation and delivery of excellent, trusted transactional activities and services that provide the platform that enables People and Culture to deliver services to the business. Further, the Section Manager People Services is responsible for developing and maintaining People and Culture processes and procedures.

The Section Manager People Services will also provide day to day leadership to a team of professionals responsible for initial advice and information on People and Culture matters provided via a service centre model. This will be achieved by promoting the service centre as the first point of contact for all first line advice as well as guidance on policy, processes and procedures.



Key accountabilities

- With support from the Unit Manager People Planning and Operations, establish, maintain and continuously improve a People and Culture Service Centre that brings the People and Culture purpose to life and reinforces the desired organisational culture.
- Lead the provision of high quality first level People and Culture advice and service that supports the business and results in the ongoing education of staff
- Develop and maintain People and Culture processes and procedures,
- Proactively lead and advocate the enablement of self-service functionality and support
- Drive a service approach that reinforces the desired organisational culture and brings the People and Culture purpose to life.
- Lead and manage the payroll function ensuring that business needs are supported, opportunities for efficiency are identified and excellence in customer service is valued
- Monitor the delivery of operational People and Culture services and performance against deliverables and business needs
- Lead the ongoing development and implementation of internal HRIS tools that enable self-service and improved system functionality
- Manage the development of a suite of data analysis and business reporting tools
- 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

- Display a thorough and methodical approach, with excellent attention to detail
- Demonstrate high service standards and a drive for excellence
- 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

- Expert knowledge of the Local Government (State) Award and other relevant legislation
- High level knowledge of HRIS functionality, capability and integration
- Broad knowledge of self-service solutions relevant to the sector
- 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, Business Management or a related field OR demonstrated solid contemporary experience in a similar role, combined with ongoing professional development.

Desirable

- Diploma qualifications in Commerce



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.
- Previous experience in leading a service centre model with a focus on the creation and delivery of excellent, trusted transactional activities.
- Previous experience in the development and continuous improvement of self-service initiatives.
- Experience in leading the ongoing development and implementation of HRIS tools that enable self-service, improved system functionality, robust data analysis and sophisticated business reporting
- Demonstrated expert knowledge of the Local Government (State) Award and other relevant legislation

Key relationships

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

