

# Principal People and Culture Operations

## Role purpose

The role is a mix of strategic and operational service and advice to our leaders in respect of talent acquisition strategy, payroll, policy and process, end-to-end talent acquisition activities, talent management, organisational design, diversity, equity and inclusion, change management, performance, and employee relations. The role will work collaboratively across our organisation to deliver agile, professional people-centred services that support the City's strategic direction and values to enable the City to attract, develop and retain the best talent and provide a seamless and engaging candidate experience.

A key component to success is building and leveraging relationships across our organisation, with our external partners and stakeholders to meet the evolving challenges faced by a global city.

## Role overview

<b>EA and Classification</b>	Hobart City Council Enterprise Agreement 2021 Municipal Officer Level 5
<b>Position Description Number</b>	4587
<b>Number of direct reports</b>	6
<b>Responsible for total staff</b>	6
<b>Delegations and Authority</b>	N/A
<b>Division, Unit, Team</b>	City Enablers Division, People and Culture Unit.
<b>Immediate Manager</b>	Manager People and Culture (3167)



## Role accountabilities Key result areas

### Strategic

- Implement a talent acquisition and management strategy that aligns with the City's values and strategic direction whilst fostering a positive employee and stakeholder experience.
- Coach leaders to build awareness of talent management and capability to utilise the performance framework to drive greater accountability for delivering positive community outcomes across the council.
- In collaboration with the Organisational Development Team, coach leaders to use the capability framework for planning careers and developing their people to mobilise and retain an internal talent marketplace.
- Integrate Diversity, Equity and Inclusion strategies and initiatives into organisational wide talent and culture change programs to create equal opportunities for our people and those they serve.
- Work with the Manager People and Culture to develop tailored remuneration and reward interventions to drive attraction and retention outcomes across the organisation.
- Provide support and advice to the Manager People and Culture in respect of the development and implementation of the City's Workforce Plan, including talent forecasting and other people related requirements in consultation with key internal stakeholders.
- Assist the Manager People and Culture in developing and updating People & Culture policies, procedures, guidelines and other relevant documentation.
- Lead the development of the City's position on remuneration practices and employee benefits and provide advice to stakeholders regarding the interpretation of legislation and the City's Enterprise Agreements, calculations and reporting.

### Corporate

- Lead all associated processes to ensure the accurate and timely preparation and delivery of the City's payrolls including employee leave, entitlements, administering the City's superannuation and workers compensation obligations and the regular monitoring and auditing of work rosters, attendance registers and work arrangements.



- Provide specialist advice and create effective and contemporary advertising to attract candidates across a diverse range of sectors and including graduates, trainees and apprentices, proactively identify and attract internal/external talent and participate in initiatives aligned with the ongoing strategic priorities of the City.
- Provide a range of comprehensive advice and support to leaders across a range of areas including employee relations, change management, performance and other key people priorities including the interpretation of relevant policy, practices, legislation and enterprise agreements.
- Collaborate with the Organisational Development Team to identify and understand talent gaps and hiring needs throughout the organisation and develop and implement tailored action plans to support organisation-wide alignment of culture change and capability uplift programs based on unique business priorities and context.
- Create a customer centric focus when implementing and delivering P&C processes and policies where stakeholders understand and accept the rationale for change, impact to their service provision and address stakeholder concerns in a timely manner.
- Design and deliver talent acquisition training workshops to panel members and prepare and distribute materials, resources and tools via digital communication mediums to support leaders.
- Leverage data analytics and insights to inform business decision making and provide regular reporting to the Manager People and Culture.
- Promote the positive collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.
- Ensure compliance to all legislative requirement, policies and procedures including the City's Enterprise Agreements by providing support, coaching and advice to internal stakeholders.
- In collaboration with the Organisational Development Team, assist leaders across the organisation in delivering effective outcomes by taking a coaching approach to enable leaders to assume increased responsibility for all aspects of people management.
- Liaise with software providers, superannuation fund administrators, workers compensation insurer, unions, government agencies (in particular the Australian Bureau of Statistics and the Australian Tax Office).



## Unit

- Provide leadership to the Payroll team through coaching, guiding and modelling key behaviours and strategies to ensure alignment of team goals with client needs and deadlines and provide support and advice to the broader P&C team in relation to HRIS and reporting.
- Lead the Talent Acquisition team to deliver in collaboration with internal stakeholders, an end-to-end talent acquisition service including talent acquisition and management plans, job design, shortlisting and interviews, recommendations, probity checks, negotiating and finalising offers and ensuring outcomes are delivered on time, within budget and to required KPIs.
- Consistent with our agile ways of working, collaborate with teams across the People and Culture Unit and the broader organisation to ensure alignment, champion mobility to best utilise our internal talent and support and drive ongoing learning.
- Work collaboratively with colleagues in the People and Culture Unit to mobilise resourcing in order to deliver a range of services and talent management solutions to our stakeholders including culture transformation and alignment, workforce planning, performance management, leadership development, succession planning, onboarding and induction, employee engagement, diversity, equity and inclusion, change management and employee wellbeing.
- Ensure that agreed standards within the People and Culture team are proactively delivered and that processes are continuously improving and offered in line with the needs of the organisation.

## Leadership

- Influence leaders to enable them to drive the ideal organisational culture needed to achieve our mission as well as fulfill personal career ambitions.
- Champion P&C initiatives and programs so that leaders and their teams know what is on offer and how they can have a positive employee experience in their careers.
- Challenge and support leaders to improve behaviours and practices that do not align to the City's values and mission.

## Professional advice

- Provide expert advice to all stakeholders in the delivery of an effective and agile talent acquisition process and candidate experience.
- Provide advice to leaders on integration and operationalisation of the organisational values, behaviour standards and EVP into all stages of the employee lifecycle.

## Work Health and Safety

- To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS applicable policies and procedures.
- To implement the Council's WHS Management System, to ensure that the work for which you are responsible is carried out in accordance with this System and the WHS legislation and to provide appropriate WHS information, instruction, training and supervision to workers for whom you are accountable.

**NOTE:** Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence, and training.

## Qualifications and licences

### Essential

- Degree or higher in Human Resource Management, Business/Commerce, Employee Relations or a related field.
- Current Registration to Work with Vulnerable People.
- Current Driver Licence.

### Desirable

- Postgraduate qualifications in a relevant discipline.
- Qualifications and/or experience in facilitation and coaching skills.

## Selection criteria

### Knowledge and experience

1. Experience as a generalist people practitioner within a complex organisation with a sound understanding of contemporary people-centric talent acquisition and talent management practices.
2. Demonstrated experience in delivering people services, policy and practice with a comprehensive understanding and knowledge of payroll processes, performance management, process improvement and change management.
3. A strategic mindset with an ability to link team actions to corporate vision and strategic objectives coupled with a pragmatic approach and an ability to multi task.
4. Experience in analytics and research to develop contemporary and innovative solutions to address talent and people needs.
5. Experience in EVP implementation, employee branding and marketing campaigns utilising various channels.
6. Ability to coach and mentor leaders and team members in order to uplift capability across the organisation.





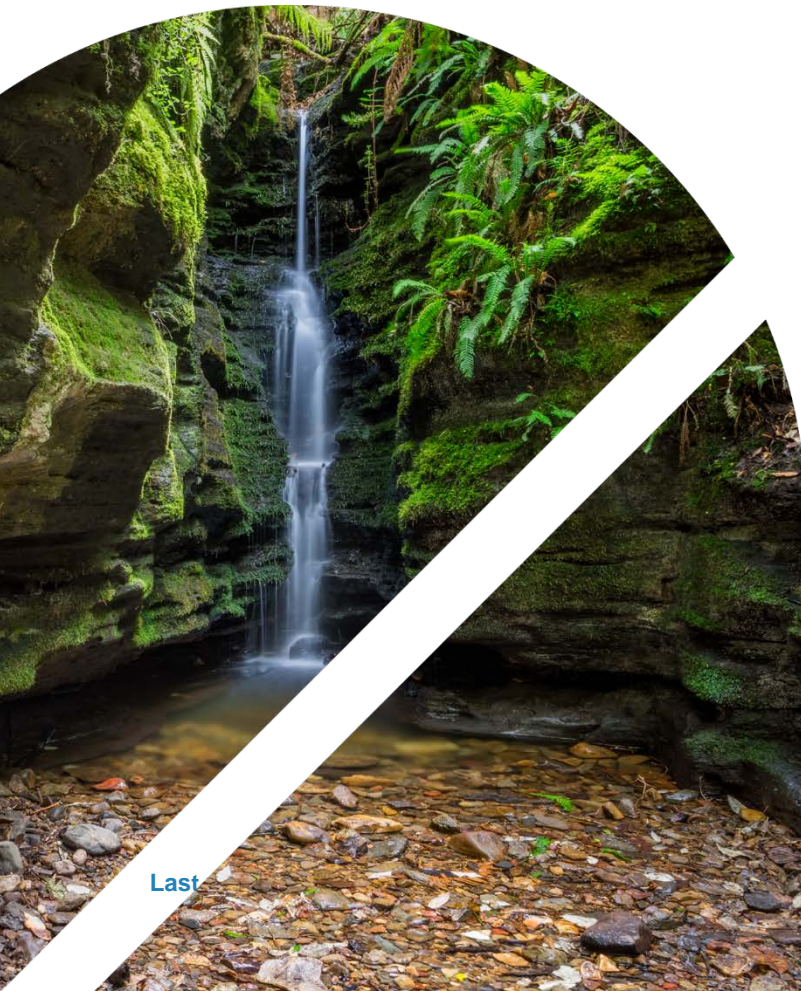
7. Experience or an understanding of contemporary workforce planning and learning and development practices and activities.
8. Working knowledge of Industrial Awards, Agreements and relevant legislation including an understanding of the Fair Work Act and National Employment Standards.

### Skills and competencies

9. Demonstrated ability to proactively solve operational problems and to resolve conflict.
10. Exceptional interpersonal skills including the ability to build deep stakeholder relationships, provide expert advice and clear verbal and written communication.
11. Excellent time management skills coupled with an ability to manage simultaneous tasks in a complex challenging environment with competing demands and multiple deadlines.

### Behavioural competencies

12. Actively demonstrates the expected behaviours described in the Behavioural Competency Framework.



## Behavioural Competency Framework

### Our Values

#### People

**Care about people – our community, customers and colleagues.**

- Considers people in all things we do.
- Values individual differences and diversity.
- Guides, mentors and develops people.
- Tailors communication to specific audiences.
- Actively listens to others and encourages feedback.
- Communicate with others respectfully.

#### Teamwork

**We collaborate both within the organisation and with external stakeholders drawing on skills and expertise for the benefit of our community.**

- Supports equal and fair treatment for all.
- Is seen as a team player and finds common ground in a respectful way.
- Seeks and provides feedback to improve working relationships.
- Actively looks for opportunities to share knowledge and utilise strengths.
- Works cooperatively to achieve shared objectives.
- Recognises others for their contributions and accomplishments.
- Gains and demonstrates trust and support for others through actions.

#### Focus and Direction

**Have clear goals and plans to achieve sustainable social, environmental and economic outcomes for the Hobart community.**

- Has a clear and specific understanding of what needs to be achieved.
- Actively participates in planning and provides feedback.
- Considers sustainable options.



## Behavioural Competency Framework

### Our Values

#### Creativity and Innovation

**Embrace new approaches and continuously improve to achieve better outcomes for our community.**

- Agile and continually looks for opportunities for Lean improvements.
- Stimulate passion and excitement to overcome problems.
- Follows ideas through to action, reflects and always seeks to do better.
- Demonstrates diverse thinking and embraces change.
- Encourages peers to do the same.

#### Accountability

**Transparent in all our dealings, work to high ethical and professional standards and are accountable for delivering outcomes for our community.**

- Follows through on commitments and encourages others do the same.
- Takes personal responsibility for own timely and quality activities.
- Designs feedback into work processes.
- Provides exceptional service to stakeholders and customers.

## Behavioural Competency Framework

### Operational

#### Safe working practices

**Maintain a safe working environment.**

- Works safely and looks out for others.
- Drives responsibly and considers other road users.

#### Policies and procedures

**Comply at all times with policy and protocol requirements.**

- Actively demonstrates compliance with the City's corporate policies.
- Provides support to others.
- Offers feedback on improvements or better practice.

#### Legislative framework

**Works within legislative framework.**

- Takes responsibility for their own learning of the legislative environment in which they work.
- Seeks guidance and clarification of any uncertainties before acting.
- Works within any delegations and authorities.

#### Risk management

**Take a risk management approach.**

- Actively adopts a proactive risk management approach.
- Fosters an environment where managing risk is accepted as the personal responsibility of each employee and encourages others to do the same.

## Judgement

**Identifies and acts on issues and develops quality solutions, setting high standards of decision making.**

- Always role models our values.
- Demonstrates rigor to make effective and quality decisions.
- Stands up and acts when issues arise with a sound and level-headed approach.
- Keeps informed of activities and evolutions in the broader business.

## Pre-employment checks

1. National Police check
2. Pre-employment Medical Assessment – Low Risk

## Notes

- Regular checks of the validity and status of essential licences and registrations are undertaken during the term of employment.
- The employee is responsible for notifying any new criminal convictions during the course of their employment.
- The *Registration to Work with Vulnerable People Act 2013* requires persons undertaking work in a regulated activity to be registered. A regulated activity is a child related service or activity defined in the *Registration to Work with Vulnerable People Regulations 2014*.

# prin- -cip les



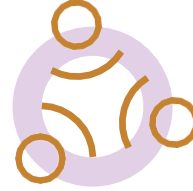
## Proud of our capital city role

We rise to the call of being the island state capital. We are city shapers, amplifying our industry, commerce and small business communities by attracting investment and services to support them.



## Focused on thriving

We are future proofed, not only doing our work well, but pursuing the work that makes a difference for our community.



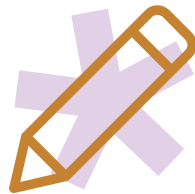
## Community-centered

It is easy for all of our community to work with us and they are central in how we design and do our work.



## Grounded in active governance + civic involvement.

We fulfil our legislative and civic responsibilities with transparency, accountability and fairness and we are equipped to do that well.



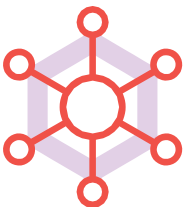
## Creative + impactful

We deliver value for money and work creatively to ensure positive outcomes for all our stakeholders.



## Leading from the heart

We acknowledge everyone is a leader. We are all accountable for building a positive, safe and caring culture for our organisation and the people in it.



## Integrated + Collaborative

Making whole-of-organisation decisions is easy and we work as one team to successfully deliver for the community.



## Scalable + Adaptable

We care for both our natural and built assets. We respond to our growing city and ongoing changes in our community and their expectations.



City of HOBART