

POSITION DESCRIPTION

Position title:	People & Culture Manager
Location:	Head Office, 60-68 Moorabool St Geelong
Reports to:	Chief People & Culture Officer
Brand:	GMHBA and health.com.au
Organisational level:	Management
Direct reports:	1 x People & Culture Consultant

GMHBA Vision

Australia's leading regionally based health fund most recommended by our communities for the contributions that we make to their Wellbeing

Our Values

Trust Build credibility through actions Demonstrate in others intentions and competencies	Succeed Be resourceful, adaptable and achieve quality results Be decisive
Contribute Collaborate and get involved Make a difference	Improve Be curious and look for innovation Have the courage to try something new
Enjoy Enjoy work Take pride in success	Serve Aim to make every customer experience memorable Make every effort to deliver excellence

Purpose:

The P&C Manager is part of the P&C Leadership Team and the respective leadership teams of the business areas they support. The PCM is a pivotal thought leader and contributor and partners with senior leaders to equip them with the skills and confidence to effectively lead and manage their teams to achieve business goals. With a heightened focus on talent and lifting organisational capability, this role champions the People Plan and agenda and acts as a positive contributor and shaper of the culture.

This position is a key driver and leader in ensuring the effective implementation of the P&C program of works, policies and processes; and the specific P&C strategies required to build capability across the entire organisation.

Key relationships:

Internal:

- Executive Management team
- Client Area Managers
- P&C Operations Team

External:

- Industrial bodies
- External HR & Training Providers

Review date: 27/09/17

Approved by People & Culture Operations Manager

Our Values Trust, Enjoy, Contribute, Service, Improve, Succeed

Principle accountabilities:

Leadership/Management

- Provide leadership to all members of the P&C team, whether directly managed or not. Work to achieve common understanding of and commitment to the delivery of the P&C Team's objectives and role model effective leadership behaviours. Provide feedback, coaching and mentoring to other members of the P&C team as appropriate.
- Actively promote cultural change and support new ways of working and continuous improvement within P&C to provide a high quality, professional, consistent, and cohesive P&C service. This includes: working collaboratively and communicating proactively; understanding the needs of, and eliciting and monitoring feedback from, our customers and stakeholders; and identifying and delivering developments and innovations to enhance service delivery and customers' experience.
- Manage career development of through regular and ongoing coaching and performance discussions and reviews supported by Individual Development Plans for your client areas
- For your client areas, ensure activities, including leave allocation, absenteeism and other performance/behavioural related issues, are in line with P&C Policies & Procedures, GMHBA's Enterprise Agreement and applicable Awards.

Business Partnering

- Provide professional, business-focused P&C service to a designated client group. Build strong working relationships based on credibility and open communication. Work with the other P&C Manager to share good practice, ensure a broad consistency of approach, and cover each other as necessary.
- Take a coaching approach and provide management information to facilitate effective, consistent, empowering people management - expecting and enabling managers to assume increasing responsibility for all aspects of people management.
- Work in partnership with senior management teams to identify the people implications of strategic and business plans and other developments. Promote new ways of working and agree appropriate local-level interventions to maximise opportunities, support change and manage risk.
- Analyze trends and metrics in partnership with the P&C Operations team to develop solutions, programs and policies.
- Facilitate effective workforce planning to identify the capacity and capability of the organisation to deliver its objectives.
- Provide professional senior level, strategic and operational P&C advice on the interpretation of P&C policies and procedures, employment legislation, recruitment strategies, and managing change processes, providing risk analysis to support this. Constructively challenge decisions which are not in best interest of the organisation.
- Lead responsibility for the P&C/people management aspects of corporate initiatives and projects as agreed with Chief People & Culture Officer.

Organisational Development

- Take opportunities to build shared understanding and ownership of the organisation's vision, values, strategies, plans and desired culture.
- Support the Chief People & Culture Officer in the development, implementation and evolution of the People Strategy, working to embed a strategic and integrated approach across the organisation.

- Lead, coach and motivate others in the development of robust, innovative and creative approaches to service provision, building ownership and engagement at all levels.
- Provide guidance and input on business unit structure, workforce planning and succession planning.
- Develop the operating model of the internal client and proposes changes
- Recruit personally the key talents for the internal client
- Identify training needs for business units and individual executive coaching needs. Evaluate and monitor the success of all development programs.
- Lead, or contribute to, key organisational development and change projects as appropriate, modelling change management in practice and mentoring others in the process to facilitate their development.

Talent Management

- Work with business leaders and CPCO to create and drive a talent strategy across the Client areas, to include identification of top talent, the import and export of that top talent and the overall career development of associates for which the PMC is responsible
- Partner with hiring managers to assess talent needs and strategy to meet those talent needs with both internal and external recruiting efforts
- Develop, implement, and facilitate training and development initiatives to meet the specific business needs of the organization
- In consultation with the P&C Operation team, participate in the design, implementation, and management of compensation initiatives to ensure that compensation practices are linked in the overall strategy to attract, reward, and retain top talent
- Drive the principles of meritocracy with business leaders in all talent decisions, including promotions, transfers, compensation adjustments, etc.

It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.

The accountabilities described within may be altered in accordance with the changing requirements of the role.

Job Competencies:

<p>Relationship Management</p> <ul style="list-style-type: none"> • Understands relationship management as a set of beliefs, data and processes that seek to better understand the needs of others and to produce value for them and the organisation. • Understands how to develop and deliver competitive customer value propositions through personalised communication and service. • Acts in ways consistent to the management of relationships in systemic way to deliver value. • Understands and values the importance of community connection as a mechanism to reinforce the social right to be in business, to increase brand awareness and reinforce brand values. 	<p>Operational Decision Making</p> <ul style="list-style-type: none"> • Identifies and understands current issues, problems and opportunities. • Compares data from different sources to draw conclusions. • Develops alternative solutions and chooses the most effective course of action. • Takes action that is consistent with available facts, constraints and probable consequences.
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<p>Continuous Improvement/ Quality</p> <ul style="list-style-type: none"> • Originates action to improve existing business conditions and processes. • Uses appropriate methods to identify opportunities, implement solutions, measure their impact and actions further improvements. • Understands situations or problems by identifying patterns or connections and addressing the key issues. 	<p>Strategic Planning</p> <ul style="list-style-type: none"> • Obtains information and identifies key issues and relationships relevant to long-range goals or visions. • Develops alternatives based on logical assumptions, facts, resources, constraints and organisational values. • Implements a course of action to accomplish long-range goals or visions. • Measures outcomes.
<p>Teamwork and Collaboration</p> <ul style="list-style-type: none"> • Actively builds and fosters a friendly, harmonious and productive working atmosphere for all staff. • Actively shares knowledge and experience with others • Leads by example. Models respect, helpfulness and cooperation. • Build a cohesive and collaborative team environment. 	<p>Communication (Verbal and Written)</p> <ul style="list-style-type: none"> • Clearly conveys and cascades information and ideas, through a variety of media, to individuals or groups in ways that engages the audience and helps them to understand and retain the message. • Is consultative and seeks to personalise communication to meet the internal/ external customers' needs. • Actively seeks and analyses feedback and responds in an appropriate manner.
<p>Business Acumen</p> <ul style="list-style-type: none"> • Makes sound commercial decisions based on a long term view of member needs, strategic direction, industry developments, political environment, commercial viability and other socio - economic factors. • Understands PHI industry, corporate finance and reporting. Understands the relationship and implications of product, premium and claims calculations as relevant to their position. • Demonstrates their knowledge of sound business processes and practices through the delivery of effective outcomes and value adding initiatives. • Demonstrates a sound understanding of contemporary Occupational Health and Safety standards, Equal Opportunity and other aspects of people management. 	<p>People Management</p> <ul style="list-style-type: none"> • Actively builds and fosters a friendly, harmonious and productive working atmosphere for all staff. • Coach and mentor the Management and Supervisors in developing sound people management, leadership skills and relevant competencies.

Skills, experience and qualifications:

Mandatory

- 10+ years HR Generalist experience at the functional partnering level
- A tertiary qualification in a related discipline (i.e. HR, management, business/commerce) is essential.
- Experience in a fast growth, dynamic businesses known for their innovative culture
- Demonstrated experience in drawing insights from the key people metrics that matter to executive leadership teams
- Be a confident advisor with the ability to coach and influence senior leaders
- Build collaborative relationships across a diverse client group
- Highly developed people management experience
- Demonstrated experience in HR strategy development
- Strong generalist knowledge and practice
- Demonstrated experience in the business partnering model
- Experience in Organisation design

Highly desirable

- Demonstrated experience with Preceda, ELMO and/or other HRIS system
- Organisational development programs
- Experience in Financial Services