

## POSITION DESCRIPTION

### MANAGER PEOPLE AND CULTURE

<b>POSITION NUMBER</b>	P&C001
<b>DIRECTORATE</b>	Business and Corporate Services
<b>SECTION</b>	People and Culture
<b>REPORTS TO</b>	Director Business and Corporate Services
<b>DIRECT REPORTS</b>	5
<b>GRADE</b>	4/2/2
<b>CONDITIONS OF EMPLOYMENT</b>	Local Government (State) Award 2020
<b>DATE PREPARED</b>	August 2020
<b>DATE LAST UPDATED</b>	September 2020

### 1 PURPOSE OF THE POSITION

The role of Manager People and Culture is to lead, manage and provide direction for the operational and strategic human resource services. This position is responsible for the development and management of business plans, budgets, operations and systems. The role drives business initiatives to improve human resource systems and processes, and works closely with Governance and Legal Services to reduce strategic and industrial business risk.

The People & Culture Business Unit provides a full range of Human Resources services for Council staff. This includes the provision of advice and consultancy on a range of functions, including:

- Employee recruitment, on boarding, retention, engagement and culture
- Facilitation of corporate training programs;
- Industrial relations; and
- Payroll functions.

The team is committed to providing high quality service with timely and accurate advice to all stakeholders, including our Executive Team and all Council staff.

### 2 KEY ACCOUNTABILITIES

#### Strategic Planning

- Facilitate strategic and business planning across the Business Unit including development and implementation of the corporate plan, business plans and individual work plans, consistent with Council directions.
- Review, develop, update and execute operational policies, procedures, goals and business plans that

ensure continued compliance with regulations.

- Work in partnership with all stakeholders and ongoing development of the service.
- Responsible for departmental business continuity planning.

### **Service Delivery and Business Excellence**

- Facilitate efficient achievement of Business Unit outcomes, ensuring services delivered meet with service agreement requirements (scope, standards, regulations, legislation and customer satisfaction).
- Ensure strong technical (e.g. project, financial and contract management) skills are adopted and practiced at all times by the Business Unit.
- Actively participate in continuous improvement of systems, procedures, organisational culture and cross organisational communication and activities.
- Remain aware of relevant innovation and industry trends and issues and implement relevant changes to the workplace to ensure Council achieves better practice and strategic objectives.
- Monitor service provision of the Business Unit to ensure timely, accurate and efficient service is provided to both internal and external customers.

### **Financial Management**

- Develop, manage and review the annual Business Unit budget, monitor and report on financial performance to ensure compliance with financial targets.
- Provide leadership in alternative income and revenue generation, including grant and sponsorship management.

### **WHS and Legislation**

- Ensure the provision of all relevant information to staff in relation to Workplace Health and Safety including rights and obligations and other considerations.
- Ensure that all Council business is adequately documented in all relevant systems in accordance with appropriate determinations, standards and procedures.
- Maintain compliance with Council's Code of Ethics and values, with particular emphasis on transparency, impartiality, accountability and record keeping.
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, EEO principles, the Workplace Health and Safety Act, the Local Government Act and the requirements of ICAC on a daily basis.
- Exercise Workplace, Health, Safety and Rehabilitation responsibility, accountability and authority as outlined in WH&S procedures.

### **Leadership, Service and Project Management**

- Provide leadership, facilitate and monitor efficient achievement of Business Unit outcomes and projects, ensuring services delivered meet Strategic Community Plan, Management plans and service agreement requirements (scope, standards, regulations, legislation and customer satisfaction).
- Provide ongoing evaluation and monitoring of Business Unit performance and culture to ensure timely, accurate and efficient service is provided to both internal and external customers.
- Establish and maintain clear and timely communication systems for the provision of information, policy and procedures to staff within the service.
- Provide support, assistance, timely and systematic advice and reporting to the Director Business and Corporate Services, Council and the Executive Team on all aspects of operation and policy direction of the Business Unit.

### **Training and Staff Development**

- Provide leadership and support to enable innovative and holistic programming, supporting the effective delivery of all strategic & operational capability activities.

- Provide support to enable innovative and creative design and development of learning content and programs and other interactive tools to develop staff capabilities.
- Support and ensure the monitoring of organisational learning and development programs to Council to ensure programs are fit for purpose and best practice.

### **Staff Management**

- Lead, motivate, support and manage staff across the Business Unit and on an ongoing basis provide for:
  - Effective communication at all levels;
  - A values based culture of high performance and engagement;
  - Equity;
  - Development opportunities and ensuring the ongoing professional development of all staff; and
  - Appropriate support to whole of Council staff and maintaining employee confidentiality.
- Manage staff performance and recruitment processes, including feedback, performance reviews and rewards in accordance with the organisational management procedure, Council policy and best practice principles.

### **Reporting**

- Provide timely and systematic advice and reporting to the Director Business and Corporate Services, Council and the Executive Team on all aspects of operation of the Business Unit including:
  - Performance indicators;
  - Financial performance;
  - Future directions, and
  - Issues arising, including community feedback.

*\*While this position description covers the key areas of responsibilities, day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably within the limits of the employee's skills, competence and training).*

## **3 KEY MANAGERIAL ACCOUNTABILITIES**

### **Leadership**

- 3.1 'Lead by example'.
- 3.2 Input to and implement Council/Line Manager decisions at a strategic and operational level.
- 3.3 Create, embrace and lead change. Manage resistance to change.
- 3.4 Treat others with respect and compassion.

### **People Management**

- 3.5 Lead, inspire, motivate, coach and mentor for optimal individual and team performance to achieve the overall strategic direction.
- 3.6 Objectively evaluate staff, provide feedback and communicate expectations.
- 3.7 Plan for the future, set team goals, identify priorities and follow through.
- 3.8 Deal with non-performance and inappropriate behaviour in a timely manner.

### **Communication**

- 3.9 Communicate to all in a clear and concise manner both written and verbal.
- 3.10 Promote cross organisational communication and collaboration.
- 3.11 Foster good working relationships with external and internal stakeholders.
- 3.12 Communicate with staff on a regular basis and gain their input where appropriate.

### **WHS / Risk Management**

- 3.13 Understand the principles of Risk Management, including their application to resource conservation and incident/claim reduction.
- 3.14 Provide a safe and healthy work environment, in accordance with the NSW legislation, regulations and related Codes of Practice and Australian Standards.
- 3.15 In consultation with employees, develop and continually monitor the work area's Risk Control Plan and all associated Safe Work Method Statements and risk assessments.
- 3.16 Monitor and evaluate the performance of Team Leaders / Supervisors against their risk management responsibilities.
- 3.17 Promote Risk Management as a vital business principle and actively employ those principles in decision making processes.

#### **Governance**

- 3.18 Manage operations and resources for cost effective achievement of team goals.
- 3.19 Prepare, manage and take accountability for financial budgets within the program.
- 3.20 Identify and implement customer service initiatives.
- 3.21 Effectively manage systems to optimise the use of resources.
- 3.22 Ensure knowledge of industry trends and innovations for best practice delivery of service.
- 3.23 Have awareness and understanding of the socio-cultural, historical, political and economic context within which the Council operates.
- 3.24 Understand and comply with Local Government Act 1993 and other relevant legislation.
- 3.25 Support the strategic and corporate priorities of the General Manager and Executive.
- 3.26 Maintain all relevant policies, procedures, practices and staff communications with relevant Federal and State Legislation and implement as necessary to ensure Council's compliance.
- 3.27 Other duties as required.

## **4 WORKPLACE HEALTH AND SAFETY**

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.

## **5 MODEL CODE OF CONDUCT**

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.

## **6 EQUAL EMPLOYMENT OPPORTUNITY**

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

## **7 COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES**

Comply with all Council's Management Guidelines, Policies and Procedures

## 8 CUSTOMERS

- 8.1 Provide effective service to Council customers and the community
- 8.2 Provide effective service to internal customers
- 8.3 Present a positive image of council

## 9 LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.

## 10 DESIGNATED POSITION

Please note that this position has been identified as a designated position in accordance with clause 4.8 in Council's Code of Conduct. As a result, in accordance with clauses 4.21-4.23 of the Code, a completed Disclosure of Interest Return form must be submitted within three months of appointment. Annual Disclosure of Interest Returns are also required to be completed by 30 September each year.

## 11 SELECTION CRITERIA

### Essential Criteria

- 11.1 Relevant tertiary qualifications and significant relevant experience at senior management level, with demonstrated record of achievement in human resources, financial, people and project management.
- 11.2 Demonstrated experience at a senior management level in commercial business planning, business performance improvement, budgeting, cost control, performance management systems and principles and implementation of quality management systems.

### Essential Demonstrated Capabilities

- 11.3 Exceptional leadership skills, with a proven ability to role model core values and desired behaviours;
- 11.4 Demonstrated ability to lead, create and manage a high performance team.
- 11.5 Demonstrated problem solving and decision making skills, as well as high initiative, including ability to initiate and respond effectively to change.
- 11.6 Superior high-level communication and interpersonal skills and ability to influence and interact effectively with staff, management and stakeholders.
- 11.7 Demonstrated understanding and commitment to continuous learning principles, equal employment opportunities and ethical practice principles
- 11.8 Demonstrated experience at a high level working with managers, staff and stakeholders to resolve high priority, and often sensitive and complex matters.

### Desirable Criteria

- 11.9 Knowledge and understanding of Local Government.
- 11.10 Current Class C (minimum) NSW Driver's Licence.