

Manager, Culture and Organisational Development

Position Description

Directorate:	People, Culture and Strategy
Reports to:	Director - People, Culture and Strategy
Direct reports:	<p>Manager, Learning</p> <p>Culture and Inclusion Partner</p> <p>Aboriginal Engagement Partner</p> <p>Reward and Recognition Specialist</p>
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Support the implementation of the Society's People Strategy for members, volunteers and employees and build, champion and facilitate organisational culture and capability to support the Society to achieve its Strategic Plan and deliver on its mission, vision and values.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the People, Culture and Strategy directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

People and Culture: this team is responsible for the Society's people related functions and strategy including people strategy; people policy; people systems; diversity and inclusion; organisational development; recruitment; people and culture services; employment relations and business partnering.

Safety and Emergency Management: this team is responsible for state-wide work, health and safety strategy; work, health and safety audits; wellbeing; return to work and emergency management functions.

Accountabilities and responsibilities

The Manager, Culture and Organisational Development will:

- With and through their team, contribute to the successful implementation of the Society's Strategic Plan; translate and implement strategic plans into people strategies and organisational development and change plans.
- Contribute to development of, and undertake monitoring and review of the People and Culture Strategy in line with the broader Society strategy and contribute to Executive, Board and Board sub-committee reporting on strategic People and Culture initiatives.
- In collaboration with People Services, undertake strategic workforce planning to develop viable business models and support sustainable Society outcomes.
- Facilitate and enable people engagement and culture planning including delivery of surveys, roll-out of results, building capability and providing tools for action planning.
- Collaborate and build capability in People and Culture and across the Society in key Organisational Development and change areas – in particular culture, engagement, leadership, diversity and inclusion, talent management, recognition and reward, and change management.
- Collaboratively evolve and update policies and practices across the Society to ensure that they are contemporary and fit-for-purpose and incorporate best practice principles.
- Oversee the Learning function for the Society.
- Deliver effective change management for key people initiatives - leveraging innovation and improvement opportunities - such as culture, engagement, and diversity and inclusion, including communication, capability planning, impact and risk planning, and enabling change sustainability through post-implementation reviews and effective handovers.
- Bring internal and external insights from multiple sources and develop and foster collaboration and knowledge-sharing with other Vinnies State and Territory offices (in particular, with People and Culture).
- Lead the reward and recognition function for the Society to enable implementation of equitable, legally compliant, contemporary fit-for-purpose remuneration, reward and recognition solutions
- Advocate and enable facilitate ongoing development and implementation of diversity, equity and inclusion initiatives including the Society's RAP, DIAP and Diversity and Inclusion strategy and commitments
- Ensure that the Society effectively safeguards children. Ensure that your team completes relevant employment checks and act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter.
- Ensure a safe working environment for employees, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Ensure the People and Culture team's strategy and plans support the Society's Strategy.
- In collaboration with the respective People and Culture teams, ensure that the people strategy and plans foster effective and inclusive induction, performance management, recognition, development, deployment and offboarding for employees, and where applicable for members and volunteers.

- Support People and Culture teams to ensure that People and Culture strategies and plans support enhanced employee experience, effective delivery of the Society's strategy and meet or exceed legislative, risk, compliance and accreditation requirements.
- Create, evolve and review people strategies, plans and policies in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail.
- Increase and embed diversity and inclusion to make the Society a truly inclusive and great place to work.
- Facilitate the flow of information across teams and directorates to inform decision making relating to the Society's people strategy and plans.

Key working relationships

In addition to the Director – People and Culture and their direct reports, the Manager - Culture and Organisational Development will foster close working relationships with:

- Other members of the People, Culture and Strategy team;
- Senior Leaders across directorates;
- Manager, Payroll;
- Regional Directors (Membership, Volunteers and Regional Operations);
- Manager, Volunteer Experience (Membership, Volunteers and Regional Operations);
- Communications and Marketing team, especially Internal Communications (Commercial Enterprise, Fundraising and Communications); Director, Disability and Inclusion (Vinnies Services);
- Manager, Member and Youth Experience (Membership, Volunteers and Regional Operations).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 4) Lead delivery of strategic priorities with a focus on data driven decision making and efficient and effective use of resources.
- **Collaboration:** (Level 4) Enable a culture of collaboration across the Society to deliver on the Society's mission and Strategic Plan.
- **Change leadership:** (Level 4) Operationalise and lead the change required to deliver the Society's mission and strategic priorities.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.

- **Financial acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Relevant tertiary qualification/s in human resource management, organisational development or equivalent experience.
- Experience developing and implementing effective people and change strategies , with consideration of key organisational and external factors.
- Strong track record effectively delivering key change projects and strategic initiatives and demonstrated ability in managing competing priorities and applying attention to detail.
- Excellent relationship management and communication skills, with proven ability to positively influence, collaborate effectively, and enable positive behaviour change with internal and external stakeholders at all levels.
- Ability to really listen to people, reflect, learn, show empathy, and quickly build rapport.
- Demonstrated drive for results and ability to analyse and present insights to inform organisational decision-making.
- Proven ability to effectively engage with stakeholders from across a diverse workforce delivering a variety of services.

Desirable criteria

- Experience developing and implementing organisational people strategies in a not-for-profit and/or membership-based organisation.
- Has used multiple culture and engagement measurement tools, ideally LSI and OCI accredited.
- Diversity and inclusion experience.
- Previous people leadership.