

JOB DESCRIPTION FORM

PEOPLE AND CULTURE LEADER

Position Title	People and Culture Leader		
Service Location	Corporate Services		
Program (if applicable)		Hours	Full-time 76 hours per fortnight
Reporting to	Chief Financial Officer	Award Classification	Level 8 EBA - Negotiated
Our Vision	Healthy, inclusive and harm-free communities		
Our Mission	An organisation that provides the highest quality services to make a positive and meaningful difference in the lives of people affected by alcohol and other drugs.		
Our Values	Empower, Respect, Resilience, Hope & Integrity		
<p>Cyrenian House values the uniqueness of individuals who may vary in many different ways, including race, ethnicity, culture, social class, gender, age, religious belief, sexual identity, mental and physical ability.</p> <p>We celebrate and promote this diversity as a strength of our organisation.</p>			
This Position			
<p>The role of People and Culture Leader reports to the Chief Financial Officer, the overall objective of the role is to provide high level operational oversight to the work of People & Culture as well as lead a broad range of culturally informed People & Culture functions, including HR advisory, culture & change management, recruitment, learning & development, performance development & review processes, performance management. HR reporting, policy development and review. The functions of the role People and Culture Leader will continue to evolve with the needs of the organisation and our stakeholders.</p>			
Duties & Responsibilities			
<p>General:</p> <ul style="list-style-type: none"> • Support, promote and work in accordance with the Vision, Mission and Values of Cyrenian House. • Participate as a valued team member promoting and contributing to a supportive team environment. • Provide support to and share expertise with other staff, students and volunteers. • Participate in Executive, Manager and staff meetings, supervision, training and team planning workshops. • Contribute to the development, implementation and evaluation of the service model. • Contribute to Cyrenian House continuous quality improvement processes. • Work in accordance with Cyrenian House Code of Conduct. • Be responsible for personal health and safety in the workplace and for complying with all Cyrenian House occupational safety and health policies and procedures, promoting and maintaining a safe and secure environment. • Engage with and contribute and adhere to the applicable quality standards, codes, regulations, and laws, ensuring consistent interpretation, implementation, and efficiency of general and safety practices. • Other duties as required. 			

Key Role Responsibilities:

- Provide expert Human Resource & Industrial Relations advice to the CEO, Executive Team and managers to resolve complex employee relations issues, ensuring compliance and best practice is implemented and maintained.
- Develop, review, and maintain a range of HR operating standards, policies and processes job descriptions and other documentation, and ensure comprehensive records are kept.
- Provide coaching and advise to managers and leaders on performance, conflict and grievances, legislative matters, employee development and more to ensure the workforce remains productive, safe, and engaged.
- Knowledge and understanding of Award and Enterprise Agreement interpretation.
- Review HR/IR systems and processes and evaluate the adoption of new and emerging people and culture technologies.
- Oversee employee grievance, disciplinary meetings, terminations, and investigations.
- Monitor and review the performance appraisal process.
- Manages the daily workflow of the HR department and ensure it delivers timely and accurate information to internal and external stakeholders.
- Supports the improvement of the HR & Payroll systems (Employment Hero).
- Supports shared purpose by understanding organisational objectives and how they relate to the role and makes recommendations for improvements.
- Builds and maintains relationships with management and colleagues.
- Exemplifies personal integrity and self-awareness by adhering to Cyrenian House Values and mission and in line with the organisational Code of Conduct.
- Supports the Executive and other managers with new initiative including the implementation of new programs to the organisation.
- Communicates clearly both orally and in writing, listening to, understanding and adapting communication styles to the individual.
- Be responsible for any external reporting and compliance requirements for the People and Culture area.

Recruitment and Retention:

- Coordinates the end-to-end recruitment process via the Employment Hero platform, in consultation with service manager, general managers and executive managers as appropriate. Includes development and posting of advertisements, review of job descriptions, review of applications, phone screening, interview bookings, corresponding with candidates throughout process and conducting background check.
- Coordinates new employee on boarding process, via the Employment Hero platform including preparation of contracts and new starter documentation.
- Provide support to managers to ensure vacant roles are filled with qualified candidates in a timely manner to ensure business continuity.
- Assist with key projects focused on the engagement and retention of staff with a focus on Aboriginal workforce development.

Employee Relations:

- Provide high level, timely and professional advice to managers in relations to all HR matters including retention, performance management and organisational development.
- Supports industrial relations activities such as enterprise bargaining negotiations.
- Supports the Chief Financial Officer to provide advice on industrial relations and providing workplace relations advice on organisational changes.
- Provide specialist advice for managers and employees in relation to a broad range of general industrial and employee relations matters.
- Ensure organisational compliance with all relevant employment legislation, regulations and instruments.
- Monitor and manage the right of entry for WHS and union representatives.
- Maintain effective relationships with employees and their representatives.

Learning and Development:

- Monitor performance appraisals for recognised training and development.
- Support managers in the performance appraisal process, including annual and probationary reviews.
- Monitor staff training and development records.
- Monitor training register for all internal and external training carried out within the organisation. Ensure mandatory training requirements are monitored and met.
- Work with service managers to foster organisational development initiatives such as career development, leadership development, change management and continuous improvement.
- Work with service managers and the executive team to deliver training as required.
- Participate in the development of the annual training calendar.

HR Reporting and HR System Management:

- Utilise Employment Hero effectively to provide timely and relevant People and Culture reports.
- Act as a point of contact for all Employment Hero related issues and enquires from staff and liaise with system providers when necessary.
- Provide reports to the executive team as requested.

Leadership:

- Foster a workplace culture that is consistent with Cyrenian Houses values.
- Maintain strong lines of communication with key stakeholders to ensure smooth operation of the organisation.
- Supports organisational change and growth as requested.
- Support and develop the HR team.

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Administration and Reporting:

- Ensure all employee records are maintained and stored in a confidential setting.
- Ensure all administration tasks are dealt with in a timely manner.

Selection Criteria

Essential competencies and experience:

- Tertiary qualification in Human Resource Management, Business or other relevant discipline with several year's experience, or extensive relevant Human Resource Management experience with a proven track record in delivering results.
- Significant ER/IR experience and experience dealing with complex problems, particularly coaching line managers and case managing under-performance or disciplinary concerns.
- Significant experience in managing the full process of Workers Compensation claims including return to work processes.
- Understanding of the relevant Awards, Agreements and the ability to interpret legislation and provide advice and guidance to the organisation.
- Demonstrated leadership skills, including the ability to inspire and drive organisational performance.
- Knowledge of best practice recruitment, retention, – ability to positively influence key stakeholders and build relationships.
- Demonstrated ability to develop, implement and continuously improve organisational systems and processes.
- Highly developed and effective organisational, analytical, and planning skills.
- Demonstrated capacity to effectively communicate, promote and uphold HR initiatives and values, including discretion and confidentiality.

Required Clearances:

- Full work rights.
- Current National Police Clearance.
- Current First Aid Certificate.
- Current Driver's License.

Please sign below to confirm you understand the requirements of your role and return a signed copy to the Human Resource Department.

Full Name		Date	
Signature			