

Manager People & Culture

Tenure/Status:	Permanent Full-time	Location:	AEIOU Central Office Woolloongabba
Classification:	Salary	Probation Period:	6 months
Reporting to:	Head of People, Culture & Safety	Other:	1 x Direct Report

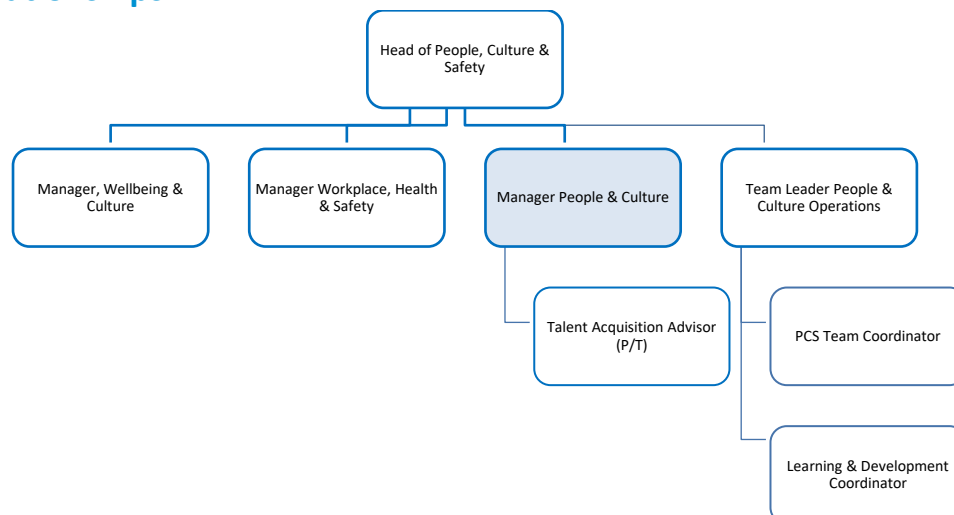
Position Purpose

As a senior member of the People, Culture & Safety team, the People & Culture Manager will work closely with the Head of People, Culture & Safety, and the other Senior members of the PCS team to develop the overarching People, Culture & Safety Framework and Strategy, and implement those specific to their functional management responsibilities. This role holds ownership of the following PCS Functions:

- Advisor/Coach to ELT (Exec Leadership Team) & People Leaders
- Industrial Relations/Employee Relations
- Performance Management Framework/Performance Review cycle
- Talent Acquisition Function and team

Additionally, the Manager People & Culture, as a member of the AEIOU Senior Leadership Team will represent the People & Culture function within this leadership group and will act in the role of Head of People, Culture & Safety as required.

Reporting Relationships



Responsibilities

Area	Responsibilities
Leadership (Functional & People)	<ul style="list-style-type: none"> • Functional leadership of the Talent Acquisition function – Lead the Talent Acquisition advisor in collaboration with key stakeholders to support the build of a centralised and robust recruitment and talent selection process, accommodating growth strategies and resource requirements • Functional Leadership of the Performance Management Framework – Review/refresh current Performance Management framework, and implement including KPIs, behaviour competencies. • Manage the bi-annual cycle of Performance Reviews ensuring completion, provide training, advice, and coaching to people leaders on performance management process. • Provide the day-to-day leadership, coaching & development of the Talent Acquisition Advisor • Plan for succession of own role, and TA Advisor role, identify opportunities to offer relief/secondment opportunities
Strategy & Change	<ul style="list-style-type: none"> • Works with HoPCS to monitor functional strategy and continue to align with group strategy & direction • Represent PCS in workplace change initiatives, in collaboration with key stakeholders, to ensure changes are implemented in compliance with relevant industrial instruments and legislations • Apply proven Change Management strategies/tactics in facilitating large change initiatives within AEIOU.
Industrial Relations/Employee Relations	<ul style="list-style-type: none"> • Mitigate AEIOU exposure to Industrial Risk through ensuring people practices, and PCS policies and procedures comply with FWA (Fair Work Australia) and the Enterprise Agreement • Provide contemporary human resources and industrial relations advice and coaching to key stakeholders/people leaders to help develop strategies & interventions in the management of complex industrial/employee/performance issues. • Drive development & execution of the AEIOU Enterprise Agreement, ensuring best outcomes for AEIOU employees, and the sustained future of the organization • Initiate and carry out workplace investigations as required to ensure compliance with applicable industrial instruments, legislation, policy, and procedures • Participation in case management meetings, investigations and represent at Fair Work Commission where required.
Stakeholder Management	<ul style="list-style-type: none"> • Build & maintains professional and supportive relationships with key stakeholders & people leaders specific to the functional responsibilities of the role. • Works closely with Manager Workplace, Health & Safety to support a strong safety culture at AEIOU.
Process Improvements	<ul style="list-style-type: none"> • Works closely with Team Leader PCS Operations to ensure support for/compliance to the Operational processes • Build and maintain PCS Dashboard – using key people indicators (e.g., turnover, engagement, recruitment activity) to support people leaders to manage their business
Culture, Engagement & Performance	<ul style="list-style-type: none"> • Works closely with Manager of Wellbeing & Culture to develop and deliver cultural improvement initiatives, champion diversity & inclusion

Area	Responsibilities
	<ul style="list-style-type: none"> Develop employee engagement programs and initiatives with a view to fostering a healthy, happy, and collaborative working environment.

Key Stakeholders

- Executive Leadership Team
- Manager Workplace Health & Safety
- Central Office support teams
- Senior Leadership Team
- Team Leader PCS Operations
- Finance/Payroll
- Union Representatives
- Manager Wellbeing & Culture
- People Leaders/Centre Managers
- External Partners e.g., vendors, Service Providers, IR Legal Counsel

Organisational responsibilities

- Role model AEIOU values and demonstrate excellence in professional practice and ethical behaviour
- Comply with AEIOU policies and procedures, including:
 - Workplace, Health and Safety directives and practices
 - Employee Code of Conduct – ensuring that conduct reflects our commitment to a workplace that is free from harassment and inclusive.
- Use AEIOU resources and equipment efficiently, economically, and honestly

Selection Criteria

<p>Preferred qualification(s):</p> <ul style="list-style-type: none"> Relevant degree in Human Resource Management and/or Industrial Relations Workplace Conflict/Mediation training Member of Australian Human Resources Institute Project & Change Management certification highly regarded 	<p>Essential license(s):</p> <ul style="list-style-type: none"> Positive Working with Children Check (ACT (Australian Capital Territory)) Open QLD driver's licence QLD: Ability to obtain Positive Blue Card/NDIS Worker Screening clearance Covid-19 Vaccinated SA: Working with Children Check
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Job Knowledge/Ability

- Minimum of 5-10 years' experience in a HR advisor/Senior Generalist role, supporting Executive or Senior Leaders
- Understanding of the Fair Work Act, The National Employment Standards, applicable National Awards and associated legislative compliance requirements. Proven ability to interpret legislation/regulations.
- Thorough understanding of the Employee Lifecycle stages, and proven experience in developing appropriate PCS Policies & Procedures to support each stage. Improving processes/policies which enhance employee experience
- Highly developed relationship building & management skills, service orientation, and ability to positively influence outcomes
- Demonstrated experience in project/change management of process improvements & initiatives, and the ability to meet deadlines in demanding and ever-changing environments
- Workforce/Talent Planning – experience and or training in the development of workforce strategies which build capability, plan for succession, and build a highly skilled workforce

- Demonstrated commitment to cultural diversity, equal opportunity, and ethical practice principles
- Well-developed Emotional Intelligence practice, the ability to apply control of emotions in the professional setting and management of professional relationships

Competencies

Strategy & Change	Ability to think strategically, contribute to development of PCS strategy, implement, and communicate organizational change initiatives to employees and support them through the process
Communication	Demonstrates effective verbal and written communication skills, responds promptly to requests for information and conveys information accurately
Teamwork	Fosters team collaboration and addresses conflicts or issues within the team Creates a shared responsibility among team members by involving them in critical decisions where appropriate.
Coaching/Advising	Understand stakeholders' needs and priorities, respond to performance issues, and provide guidance in collaboration with leaders to deliver effective advice and solutions.
Business Acumen	Use data, statistics and evidence-based research, benchmarks, HR, and business metrics to facilitate decision-making, identify inefficiencies and recommend process improvements
Time Management	Adopt an efficient, effective, and systematic approach to daily workload management

