



## POSITION DESCRIPTION

### Senior Manager, People & Culture

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Reports to: Head of Head of People and Culture  
Classification: Non-Executive Officer

Department: People and Culture  
Location: Mildura

#### Position summary

The Senior Manager, People & Culture supports SuniTAFE's Senior Management and Executive Leadership Team to attract, retain, develop and manage a highly engaged and committed workforce by contributing to the development and delivery of workforce people and culture initiatives that cultivate and empower SuniTAFE's people to embed the values.

- Provides strategic and high-level professional advice to the Senior Managers and Executive, as well as ongoing support to Managers and staff on any matter relating to the workforce.
- Leads the organisation in all aspects of Workforce Management, including but not limited to management of the HR Management Information System, recruitment, induction, performance management payroll, return to work, injury management and industrial relations, ensuring compliance with relevant policies and legislation.
- Significant contribution and implementation of the workforce planning process to ensure that SuniTAFE and its managers, are able to ensure continuity of service delivery.
- Ensures services are cost effective and support SuniTAFE's strategic and business plans.

#### Key responsibilities

##### **Workforce Development and Culture**

- Lead and support the development and implementation of innovative workforce development programs and strategies to build sustainable organisation capability including appropriate learning and development of staff.
- Provide expert advice to senior managers and executive in relation to organisational change projects to enable timely and effective implementation.
- Lead the development of initiatives that enhance the employee experience, which may include the development, implementation and review of culture surveys, leadership, workplace wellbeing, mentoring and recognition programs and talent strategy.
- Develop programs to support embedding SuniTAFE's values.

### **Human Resources**

- Provide clear and consistent leadership to the P&C Team ensuring ongoing development of capabilities and capacities to support SuniTAFE's growth and development.
- Support the senior managers and executive by providing advice, guidance and support in matters pertaining to the Institute's people and culture processes and operations in accordance with the Institute's strategic and operational plans.
- Significant contribution to the organisation in workforce management and industrial relations, ensuring the Institute is meeting its legislative requirements.
- Significant contribution to Gender Equality and Respect and Equality initiatives across SuniTAFE.
- Coach, advise and mentor managers and teams on effective change management strategies, including the provision of advice.
- Provide a proactive and engaging approach to working within the strategic, tactical and operational domains of the people and culture portfolio.
- Oversee the payroll function to ensure SuniTAFE meets legislative obligations, including Australian Taxation Office requirements, superannuation obligations and various sector Awards and the Victorian Public Sector Commission.
- Act in an advisory and interpretative role, and use specialised knowledge, experience and expertise in day-to-day work requirements, providing information, direction and guidance to management and staff.
- Lead the development, implementation, monitoring and evaluation of human resource management strategies, policies and plans for the agency.

### **Recruitment, Selection, Induction and Performance Review and Development**

- Oversee the end-to-end recruitment function and its operations within SuniTAFE ensuring that it is reflective of SuniTAFE's values.
- Advise and assist executive and senior managers to apply appropriate recruitment and rigorous merit-based selection practices to build a strong workforce.
- Oversee the development of induction, training and development programs, compliant with relevant legislation.
- Oversee the implementation of effective Performance Review and Development processes and procedures to appraise and improve individual and team performance.
- Provide human resource advice for complex unsatisfactory performance and incapacity matters, disciplinary matters and complaint management.
- Effectively manage the human resource management and supervision of staff to lead, motivate and monitor staff, including the conduct of performance management reviews, and professional development, to ensure optimum performance within a team environment.

### **Monitoring and Reporting**

- Liaise extensively with the senior managers and executive to ensure the department is providing appropriate, effective and timely services and strategies and protocols are understood, implemented and maintained.

- Research, develop and implement guidelines and procedures relevant to divisional operations and maintain quality assurance processes to ensure compliance with relevant legislation, policy and procedure and the Institute's Code of Conduct.
- Establish and maintain relevant registers for the SuniTAFE to record training, performance review and development and attainment of statutory requirements.
- Monitor and report on key data and information relevant to workforce and organisational development, including but not limited to workplace injury claims, wellbeing, Gender Equality, respect and equality, employment opportunity programs, performance review and development.
- Prepare and contribute to the compilation of annual and other reports required.
- Prepare briefings, memorandums and correspondence for members of the Strategic Leadership team and the Board as required.

**Act in accordance with SuniTAFE values – Customer Focus, Business Acumen, Integrity and Innovation including:**

- Provides exceptional customer service to all internal and external stakeholders of the Institute and ensures a positive first impression for Institute visitors at all times.
- Actively participates in all relevant training provided to assist in the implementation of new systems or processes across the Institute.
- Actively participate in the Institute's annual Performance Review process.
- Participate in all team-based activities and meetings within the Business Unit, and attend divisional and other meetings as required.
- Complies with all relevant legislation;
- Maintain awareness and comply with the Victorian Government's Child Safe Standards.
- Prepared to undertake further courses of study, annual OH&S, EEO, Cultural Diversity and/or identified mandatory professional development programs or training relevant to the position as necessary.
- Reports to work as scheduled with a willingness to work flexible hours according to business needs.
- Demonstrates a willingness to adopt change and new initiatives.
- Represents the Institute professionally at all times.
- Actively promotes and encourages a service culture within the team.
- Communicates any opportunities to improve service delivery and make recommendations for improvements.
- Actively encourages and promotes effective communication and strong working relationships within the team / Institute.
- Actively prevent fraud and corruption.

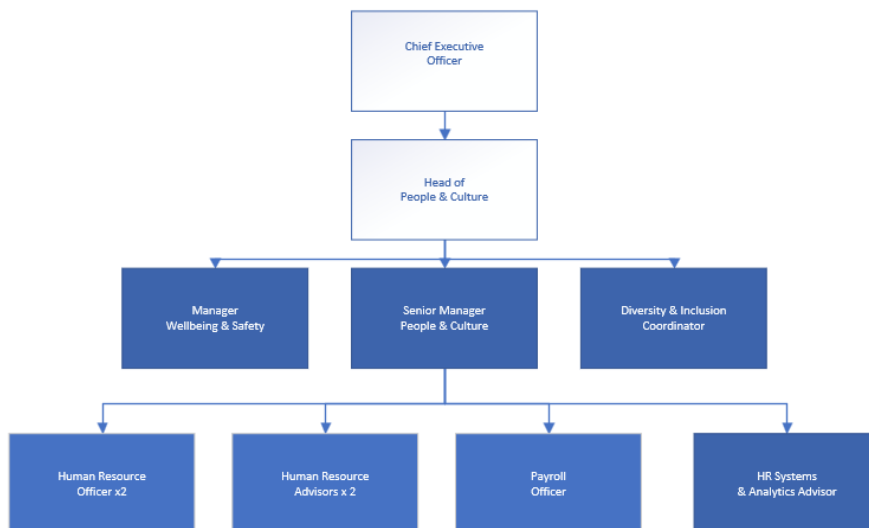
## Knowledge, skills and abilities

- Relevant Degree and post graduate qualification and experience, or extensive management and leadership experience, or an equivalent combination of relevant management and leadership experience and/or education or training.
- Demonstrated knowledge, ability and experience in developing influencing cultural change, ideally within a regional environment.
- Demonstrated experience and ability in effectively managing the workforce operations of a large organisation.
- Demonstrated experience in change and project management, the ability to establish effective working relationships which motivate and gain co-operation from key stakeholders as well as the ability to negotiate effectively and work through issues constructively with relevant stakeholders.
- A proactive approach, and proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to work concurrently on, and prioritise, multiple tasks and work schedules.
- Highly developed skills in the application of information technology to improve all relevant human resource functions within the department and institute at large.
- Highly developed interpersonal and written and verbal communication skills, demonstrated experience in leadership and staff management and an understanding of current and contemporary developments in the areas of responsibility.
- Ability to develop and maintain strong positive working relationships with the ability to carry out a representational role is required.
- Human, financial and physical resource management and budgeting skills and demonstrated ability to develop and implement relevant operational, strategic and departmental plan.
- Exhibit significant initiative, sound judgement and reliable leadership at all times
- Contribute to organisation-wide planning and policy development, and prepare reports, statistics and other relevant information.
- Ability to investigate, design, implement and evaluate plans and strategies to meet operational objectives and the long-term requirements of the Institute.
- Understanding of the concept of "team" with strong leadership, team building and staff management skills including coaching, mentoring and performance improvement and the ability to negotiate operational issues with staff.

## Organisational relationships

Direct Reports	Key Relationships
<ul style="list-style-type: none"> <li>• HR Advisors x 2</li> <li>• HR Officer</li> <li>• HR Systems &amp; Analytics Advisor</li> <li>• Payroll Officer</li> </ul>	<ul style="list-style-type: none"> <li>• Senior Management Team</li> <li>• Department managers</li> <li>• TAFE HR Network</li> </ul>

## Organisational structure



## Organisational environment

SuniTAFE is an award winning large provider of vocational education and training in north-west Victoria.

We are well positioned, with our campuses located in Mildura and Swan Hill, to orchestrate the continued delivery of excellent education and training in this region. We have experienced trainers, teachers and community providers offering qualification across a range of courses and customised skill set training covering multiple sectors relevant to the community and stakeholders.

## Key selection criteria

- Relevant Degree and post graduate qualification and experience, or extensive management and leadership experience, or an equivalent combination of relevant management and leadership experience and/or education or training.
- Demonstrated knowledge, ability and experience in developing influencing cultural change, ideally within a regional environment.
- Demonstrated experience and ability in effectively managing the workforce operations of a large organisation.
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*The successful candidate will be required to provide:*

- *A successful criminal record check which is less than 6 months old*
- *A working with children check; and*

<b>Approved</b> _____ Head of People and Culture	<b>Acknowledged</b> _____ INCUMBENT
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**Date: March 2024**