



**Values guiding our behaviour:**

**Diligence | Courage | Collaboration | Optimism**

POSITION	LOCATION	REPORTING RELATIONSHIP	Level
<b>People and Culture Manager</b>	<b>Perth</b>	<b>Chief People and Culture Officer</b>	<b>Common Law</b>

**ORGANISATIONAL CONTEXT**

Hope exists to bring Hope to people and communities facing the toughest challenges in Western Australia. To bring diligence, optimism, courage, and collaboration to those who need us most. To achieve lasting impact, we walk with communities and clients, wherever it takes us, for however long we are needed. We believe in a community-led approach. We act in humility. We seek out the wisdom of others. Each year we help thousands of people in the toughest situations to get back in control of their lives.

**YOUR WORK AREA**

The People & Culture Team is responsible for enabling our people at HOPE achieve our strategic and operational goals by effectively partnering to support and manage human resource matters, fostering a positive work culture, and ensuring compliance with relevant employment laws.

The People and Culture team is located in Perth.

Quality People and Culture practices are critical to:

- Meeting legislative and other compliance obligations.
- Attracting and retaining people of quality
- Optimising employee engagement.

The People and Culture team:

- Develops and implements people and culture strategies that ensure HOPE will meet or exceed the needs of its stakeholders and operational/growth targets.
- Develops and implement workforce plans that sustainably meets the needs of HOPE at any point in time.
- Creates a culturally safe and inclusive workplace that prioritises building meaningful relationships, mutual understanding and collaboration.
- Creates a workplace culture where First Nations employees feel valued and heard, contributing to mutual respect and reconciliation.
- Ensure HOPE meets or exceeds its obligations under workplace health and safety legislation.
- Supports management and employees in employee and employee and industrial relations matters.
- Supports management in the lifecycle management of the employment relationship.

**YOUR ROLE**

Through leadership of the People and Culture team, develop and implement people and culture strategies, policies and practices in:

- Employee and industrial Relations
- Talent management and
- Learning and development



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That enable HOPE to:

- Create a workplace culture that:
  - Is culturally safe and values diversity and within which first nations people feel heard and valued
  - Values meaningful relationships
  - Values mutual understanding and collaboration
- Meet or exceed all legislative, regulatory and contractual obligations in regard to people management.
- Attract and retain current and future workforces that sustainably meet the needs of HOPE at any point in time.

**YOUR KEY RESPONSIBILITY AREAS**

**KEY RESPONSIBILITIES AND DUTIES**

**Leadership of the People and Culture team**

*Outcome*

A workplace culture consistent with the Hope values.

- Leads the People and Culture team in a manner that creates a positive, client centred and team culture.
- Holds self and reporting team members to account for modelling the Hope values.
- Ensures team members recruited or transferred into the People and Culture team are suitable for the role through the application of sound recruitment practice.
- Ensures high levels of team members' engagement through the application of effective performance management, coaching, development, and personal leadership.
- Applies HOPE's people and culture policies and procedures.

**Industrial and Employee Relations**

*Outcome*

Through HOPE managers and employees having clarity in and effectively executing, their Industrial and Employee Relations responsibilities, HOPE meeting or exceeding its obligations under industrial legislation and people recognising that HOPE values its people.

- Champion positive employee relations and implement effective conflict resolution processes, creating a workplace environment where open communication and issue resolution contribute to a positive culture.
- Ensure all human resource management practices meet or exceed employment legislative requirements.
- Provide expert advice to management concerning the interpretation of workplace agreements and other relevant legislation pertaining to industrial relations.
- Provide specialist advice, direction and support to management and staff on industrial and employee relations issues.
- Brief legal representation on industrial relations issues as required.
- Ensure HOPE has access to timely and quality expert advice by establishing and maintaining relationships with external industrial legal experts.
- Anticipate, research and identify industrial relations issues and provide sound and timely advice to the CEO and Executive Team.
- Ensure accurate maintenance of employee records in accordance with legislative standards, funding body and accreditation requirements.



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	<ul style="list-style-type: none"> <li>Evaluate and report industrial and employee relations activities as required to ensure effectiveness of initiatives and assure Executive of such effectiveness.</li> </ul>
<p><b>Talent Management</b> <i>Outcome</i> A current and future workforce that sustainably meets the needs of HOPE at any point in time.</p>	<ul style="list-style-type: none"> <li>Recruitment and selection policies, plans and processes are effectively developed, implemented and reviewed in accordance with HOPE’s strategic human resource plan.</li> <li>Ensure employees engaged in recruitment are suitably skilled to effectively undertake the role.</li> <li>Develop and implement performance management processes that support the strategy and operational needs of HOPE.</li> <li>Develop and implement reward and recognition programs that encourage behaviours aligned with the HOPE values.</li> <li>Ensure the provision of learning and development solutions that:               <ul style="list-style-type: none"> <li>Align with strategic and business goals.</li> <li>Meet statutory, regulatory and contractual requirements of HOPE.</li> <li>Meet other employee development needs.</li> <li>Support the delivery of organisational development initiatives.</li> </ul> </li> <li>Develop and implement workforce planning processes.</li> <li>Integrate diversity and inclusion initiatives into all talent management activities, resulting in a diverse and inclusive workplace that reflects our commitment to equity and innovation.</li> <li>Evaluate and report Talent Management activities as required to ensure effectiveness of initiatives and assure Executive of such effectiveness.</li> </ul>
<p><b>Relationships</b> <i>Outcome</i> The Human Resources Team of Hope is held in high esteem by internal and external stakeholders of the HOPE HR function. Human resources matters are addressed with the optimal allocation of resources.</p>	<ul style="list-style-type: none"> <li>Build and maintain effective working relationships with key stakeholders throughout the business including ,employees, management, and the Human Resources team.</li> <li>Drive a business partnering approach that contributes to organisational effectiveness and enables the success of Human Resources strategies and programs by deploying them in a way that adds value to the allocated client group/s. To enable effective benchmarking and problem solving, build effective relationships with key people in other organisations in the community services sector, officers of relevant unions and advisers on human resource management matters.</li> </ul>
<p><b>General</b></p>	<p>Undertake other duties as directed, including but not limited to:</p> <ul style="list-style-type: none"> <li>Maintain a high degree of currency regarding People and Culture trends and research (e.g. through professional associations, conference attendance)</li> <li>Provide services to sub-committees and project working groups as required.</li> <li>Travel as required.</li> </ul>

**DIRECT REPORTS**



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- People and Culture Business partner
- People and Culture officer
- Learning and Development Officer
- People and Culture Project officer

**Key Competencies**

- Leadership
- Values diversity
- Influence at the senior level
- Employment legislation
- Consulting
- Stakeholder management
- Research
- Records management
- Program evaluation
- Policy development
- Talent management
- Learning development management
- Workforce planning
- Diversity and inclusion management
- Relationship management
- Problem solving
- Strategy
- Governance principles

**YOUR SPECIFIC WORK CAPABILITIES (Selection Criteria)**

**Qualifications, Skills and Experience:**

**ESSENTIAL CRITERIA:**

- A tertiary qualification in Human Resources or another relevant discipline
- Minimum of 5 years of senior experience in Human Resource Management and Leadership
- Strong leadership competencies incorporating collaborative, adaptive and human-centred methods
- High level of interpersonal communication and facilitation abilities, applied across all levels of an organisation
- Demonstrated ability to work within and as part of a dynamic, diverse and flexible team across departments, functions and locations
- Strong knowledge of MS applications and familiarity with HR systems
- Analytical skills with experience reviewing information, data, and making appropriate recommendations for improvement.
- Strong change management skills
- Strong organisational skills to manage a range of tasks and prioritise their own and the teams responsibilities, and meet deadlines
- Ability to work effectively in a fast-pace situation and to handle stress, as well as to adapt to rapid changes in information, process, direction, or immediate workflow.

**DESIRABLE CRITERIA:**

- Post graduate qualification in Human Resource Management or another related discipline.
- Project Management Skills.



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- Experience in a community services environment.

**ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS:**

- Current C or A class driver's license
- Working with Children's Card
- Department of Justice clearance
- Police Certificate (within 3 months)

**CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

Name : \_\_\_\_\_ Signature: \_\_\_\_\_ Date \_\_\_\_\_

Approved Delegate Name : \_\_\_\_\_ Signature: \_\_\_\_\_ Date \_\_\_\_\_

*Hope Community Services is committed to eliminating all forms of discrimination in the provision of our service. We embrace diversity and strongly encourage applicants from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people living with disabilities, sexual orientation, gender identity, intersex variations and religion.*  
*Hope Community Services is committed to a smoke-free environment across all buildings, grounds and vehicles.*