

A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES ENJOY A VIBRANT LIFESTYLE

People Experience Manager

Division	Finance & Corporate Services	Department	People, Culture & Safety
Reports To	Manager People, Culture & Safety	Direct Reports	Yes

Position Purpose

Partner with the Senior Leadership team to understand strategic people priorities and collaborate with the PCS team to develop and execute fit for purpose solutions. Lead a team focussed on the end to end employment experience including recruitment, industrial relations, business partnering, people projects and systems to optimise the experience for Council team members.

Key Responsibilities and Outcomes

Operational

As the People Experience Manager and member of the People, Culture and Safety leadership team you will:

- Provide leadership, coaching and development to the team accountable for people experience partnering, recruitment, PCS systems, industrial relations and core people projects to execute on the People, Culture and Safety strategy and maximise organisational effectiveness.
- Partner with the Leadership team to understand long-term organisation wide objectives, identify opportunities and implement strategies that meet short and long-term business strategies.
- Encourage an organisational learning approach and create new ideas based on contemporary best practice and organisational improvement. Create strategic objectives for divisions and understand the linkages between all areas in the organisation.
- Leveraging People Experience data & analytics to provide strategic and operational insights to senior leaders across the business Ensure projects and initiatives are prioritised and implemented within project plan timeframes and budget.
- Develop in depth knowledge of the business both strategically and operationally to build consultative partnerships with executive, senior leaders and frontline managers.
- Provide meaningful people and effectiveness reporting to leaders on operational activities within their area of responsibility and provide advice and recommendations on complex people & culture matters.
- Develop strong partnerships with other enabling functions throughout the company to design an exceptional employee experience.
- Leverage expertise in organisational design, team development, talent, workforce planning, and change management to develop and maintain a positive, performance based culture.
- Support the development and execution of a workforce plan aligned with strategy and business plans and consistent with organisation's desired employee experience.
- Deal with complex industrial matters, disputes, grievances and discipline issues.

Values

At Moreton Bay Regional Council we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment.

As a leader you will shape the culture of the organisation by consistently role modelling the values, expectations and behaviours and empower your leaders to do the same.

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Decision Making

Budget - Nil

Delegations - Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience

- High level of knowledge and minimum 10 years experience in contemporary human resource management and organisational development policies, practices and procedures including their review, development and implementation.
- Highly developed verbal and written communication and interpersonal skills including engagement, consultation, negotiation, liaison and conflict resolution skills
- Highly developed people management skills and capability to provide leadership for an operational unit and successfully coach others
- Demonstrated extensive experience in the provision of a high level consultancy and advisory service to management.
- Ability to develop reporting metrics and analysis to ensure stakeholders are adequately informed.
- Strong project management skills, including experience with developing, leading, implementing and evaluating the effectiveness of HR projects and procedures
- Demonstrates extensive problem-solving skills to successfully identify core issues, develop solutions and implement these using a logical and systematic approach.
- High level of initiative, flexibility, risk management and creativity in developing options and recommendations to resolve problems and improve service delivery
- Highly developed conceptual and reasoning skills to research, investigate, analyse, evaluate and integrate relevant solutions from diverse disciplines or fields into areas of activity
- Demonstrated capacity to plan, organise, schedule and deliver own outputs and those of team, within set timeframes to achieve results, particularly in a changing environment
- Personally, contributes to, shapes and champions the organisation's purpose and values through all actions.
- Demonstrated emotional intelligence with the ability to develop and maintain relationships with internal and external stakeholders.
- A strategic vision with an ability to influence others to move towards that vision.

Qualifications

- Tertiary qualification in relevant discipline including; Business, Commerce, Human Resources, Psychology.

This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.