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| Yarra Logo | POSITION DESCRIPTION |

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| **POSITION TITLE:** | | Manager Human Resources Services and Support | | | | | |
| **POSITION NO:** | |  | **CLASSIFICATION:** | | | SO | |
| **DIVISION:** | | People and Culture | | | | | |
| **BRANCH:** | | Human Resources Services and Support | | | | | |
| **REPORTS TO:** | | Group Manager People and Culture | | | | | |
| **POLICE CHECK REQUIRED:** | Yes | **WORKING WITH CHILDREN CHECK REQUIRED:** | | No | **PRE-EMPLOYMENT MEDICAL REQUIRED:** | | No |

*Yarra City Council committed to being a child safe organisation and supports flexible and accessible working arrangements for all.*

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

**POSITION OBJECTIVES**

* To position City of Yarra as an employer of choice implementing best practice people management
* To provide high-level, accurate, and timely strategic advice to the Group Manager, CEO, Senior Management Team on HR, IR/ER and relevant statutory issues
* To develop and manage a team of HR Business Partners providing consistent, quality advice and support to the organisation to develop and enhance the capability of the organisation
* To monitor and report on organisational trends and issues relating to and affecting workforce planning

# ORGANISATIONAL CONTEXT

The City of Yarra is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City’s physical and social environment and building the population and business base. Major challenges include the implementation of the ‘One Yarra People Strategy’, implementation of the Local Government Act (when promulgated), developing the new Enterprise Agreement and implementing a business partnership model of service delivery, developing customer service and enhancing personal effectiveness and capability whist ensuring that all legislative and award requirements are complied with.

The Human Resource Services and Support Branch forms part of the People, Culture and Development Division (Division) that contributes directly to the achievement of these organisational goals. The incumbent is required to pursue branch, divisional and corporate goals through effective team-work within the branch and with colleagues in other branches and division, and by developing sound working relationships with a range of internal and external parties, and developing sound policies, procedures, solutions and interventions.

**Yarra Values**

Champion behaviour which exhibits the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community. Conduct courageous conversations where necessary to ensure positive behaviour, and support supervisors to do the same. Build specific actions into Branch, Unit and individual performance plans to support continuous progress towards a positive culture:

* + Teamwork
  + Integrity
  + Respect
  + Accountability
  + Sustainability
  + Innovation

**ORGANISATIONAL RELATIONSHIPS**

**Position reports to:** Group Manager People and Culture

**Position supervises:** HR Business Partners, HR Support Officer, Payroll Team, Senior IR/ER Advisor, HR Project Lead

**Internal Relationships:** The incumbent works closely with staff at all levels within the organisation, including CEO, Directors, Group Managers, Managers and Coordinators, union delegates, Staff Consultative Committee, and all employees.

**External Relationships**: The incumbent is required to develop and maintain professional and productive relationships with external bodies including (but not limited to): professional associations, lawyers, software and other providers, unions, general public, Council’s advisors and consultants, relevant statutory forums (including, but not limited to FWC, VCAT, VEOHRC, etc).

# KEY RESPONSIBILITIES & DUTIES

**Strategic Advice and Support**

* Develop, implement, monitor and review, in conjunction with senior management, the ‘One Yarra People Strategy’
* Constructively contribute to the development of a strategic Workforce Plan to ensure that the organisation has the required skills and capabilities to meet its current objectives and priorities, and respond to changing circumstances – legislation, technology etc.
* Develop, implement and maintain contemporary, accurate and effective HR Management Systems, ensuring the accuracy of data and information at all times
* Ensure all relevant legislative requirements are met
* Proactively contribute to, consult and collaborate on, and support the development and implementation of effective organisational strategies and systems to promote continuous improvement across the organisation.
* Develop and implement an effective business partnership model of service delivery, supporting and facilitating relevant HR management processes, programs and initiatives, aligned with Council’s strategies and priorities
* Develop procedures and practices to enhance employee and business performance and culture, including effective recruitment and staff retention and development strategies
* Ensure that the Department effectively provides relevant services, support and consistent advice to Managers and staff.

**Leadership**

* Provide expert, timely and accurate advice to the Senior Leadership Team on Human Resources Management issues including:  
    
  - Industrial and employee relations, including Council’s Enterprise Agreement  
  - Attraction and retention strategies and programs  
  - Human resource strategies and programs

- Performance management and measurement strategies

- Payroll and related matters (taxation, superannuation, entitlements etc)

* Develop proactive communication strategies to ensure the timely and accurate dissemination of relevant information within the organisation.
* Initiate and coordinate strategic research and preparation of discussion papers for consideration by the Senior Leadership Team (and Council, where appropriate).
* Lead the Human Resources Services and Support Department building the capacity and capability of staff along with developing and implementing effective and innovative systems and procedures to support the future direction of the organisation

**Information and Data – supporting informed decision making**

* Develop a human resources reporting and analysis framework which provides the data, analysis and interpretation to support and inform effective decision making on achieving organisational issues, objectives and priorities.
* Develop appropriate actions and responses to address trends and issues identified in the HR reporting framework.
* Establishment of appropriate systems for reporting, investigating, recording and resolving workplace incidents.
* Contribute to the development and application and preparation of responses to organisational staff engagement surveys, including pulse surveys

**Compliance**

* Ensure that all Human Resources activities are conducted within an effective planning, policy and process framework, and comply with all relevant legislation, regulations, Council’s Enterprise Agreement (EA), and policies and procedures.
* Ensure that all Payroll functions and terms and conditions of employment, are accurate, maintained and comply with Council’s EA and all relevant legislation.

**ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The incumbent is accountable for:

* The accuracy, timeliness and quality of advice and guidance provided
* Decisions, recommendations, reports and advice provided on relevant policies, strategies, practices and projects.
* Ensuring Council’s HR Management Policies and Procedures are observed, and that statutory requirements are implemented and complied with across the organisation.
* Developing and managing policies, procedures and standards with respect to people management and within the context of relevant legislation to pro-actively meet the changing workplace landscape.
* Providing leadership, direction and development of staff in the Department.

The role is responsible for providing strategic advice and direction in the development of effective people management practices across the organisation in line with strategic priorities and legislative requirements.

The extent of authority will be consistent with the terms of relevant legislation, delegations, policies and guidelines established by the CEO. Specific delegations will be in accordance with the Instrument of Delegations in place from time to time.

**Safety and Risk**

* Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
* Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
* Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

**Sustainability**

* Embrace the following Sustaining Yarra principles through day to day work:
  + Protecting the Future
  + Protecting the Environment
  + Economic Viability
  + Continuous Improvement
  + Social Equity
  + Cultural Vitality
  + Community Development
  + Integrated Approach

**JUDGEMENT AND DECISION MAKING**

* Undertake, without direct supervision, problem solving and policy development in a complex and increasingly changing environment.
* Demonstrate sound, professional and balanced judgment in all decision making processes, understanding when and how to escalate issues, keeping the Group Manager and Senior Management Team informed of relevant issues, trends or incidents.
* Highly developed skills in identifying and developing innovative policy options to pro-actively meet the requirements of the changing workplace and requirements.
* Excellent problem solving skills and the ability to think clearly, strategically, quickly and laterally.
* The Manager is responsible for all decisions, recommendations, reports and advice provided on relevant policies, strategies, practices and projects.

### MANAGEMENT SKILLS

* Proven and demonstrable leadership and management skills and political acumen reflecting sound decision making and motivation, and the ability to manage conflicting and competing priorities and deadlines.
* Demonstrated ability to motivate, and provide leadership and effective development opportunities for staff working in a complex, dynamic and politically sensitive environment.
* Highly developed organising, planning and time management skills.
* An understanding of and commitment to continuous improvement.
* Ability to successfully lead and develop staff at all levels along with a commitment to ongoing personal and professional development.

### INTER-PERSONAL SKILLS

* Excellent communication skills (written and verbal) and proven ability to research and prepare complex and detailed reports, advice and correspondence within deadlines and competing, conflicting demands.
* Sound negotiation and problem-solving skills and the demonstrated ability to persuade and influence outcomes at all levels within the organisation.
* Ability to effectively manage people, resources and projects in a dynamic and changing organisation.
* Ability to lead, motivate, and communicate effectively with staff and a team of employees.
* Excellent relationship building and networking skills.
* Ability to constructively contribute to the strategic direction of the People and Culture leadership team.
* Well-developed customer responsiveness skills.
* Personal alignment with Council’s values.

**Specialist Skills and Knowledge:**

* Extensive knowledge and understanding of contemporary and best-practice HR Management practices, systems and procedures and ER/IR issues, including experience in undertaking relevant investigations and representing organisations in relevant forums (including, but not limited to FWC, VCAT, VEOHRC etc).
* Detailed knowledge and understanding of, and the ability to interpret and apply relevant employment legislation and Enterprise Agreements.
* Ability to successfully develop, implement and lead workplace change and continuous improvement programs.
* Demonstrated high level skills in managing resources and proven ability to deliver operational and business outcomes that are aligned to the strategic and financial priorities of the organisation.

# Qualifications and Experience

* A tertiary qualification in a relevant discipline (e.g. business management, organisation development, human resource management, employment law or similar)
* Significant experience in managing a similar function and evidence of leadership and motivational abilities in a complex environment. (Experience in a local government or public sector environment would be an advantage.)
* Extensive knowledge and understanding of contemporary and best-practice HR Management practices and ER/IR issues, including experience in undertaking relevant investigations.
* Highly developed strategic and conceptual skills with the proven ability to be innovative and turn organisational objectives into actions in a complex and changing environment.
* Demonstrated experience in the development, management and effective implementation of a business partnering approach to HR management.
* Extensive experience in effectively managing change and implementing continuous improvement.

**KEY SELECTION CRITERIA**

* Demonstrated significant experience in managing a similar function and evidence of leadership and motivational abilities in a complex environment.
* Extensive ability to apply best practice and contemporary Human Resources Management strategies and initiatives and relevant legislative requirements.
* Demonstrated experience in the development, management and effective implementation of a business partnering approach to HR management to ensure achievement of business plans and key performance indicators.
* Well-developed interpersonal and communication, conceptual, strategic and analytical skills including the ability to interpret and convey complex information to different audiences using a variety of mediums.
* Demonstrated experience in successfully managing and resolving formal complaints, and representing organisations in relevant forums (including, but not limited to FWC, VCAT, VEOHRC etc).
* Extensive experience in effectively managing change and implementing continuous improvement, including demonstrated leadership and motivational abilities.