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| Yarra Logo | POSITION DESCRIPTION |

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| **POSITION TITLE:** | | Manager Organisational Culture, Capability and Diversity | | | | | |
| **POSITION NO:** | |  | **CLASSIFICATION:** | | | SO | |
| **DIVISION:** | | People, Culture and Development | | | | | |
| **BRANCH:** | | Organisational Culture, Capability and Diversity | | | | | |
| **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 provide high-level, accurate, strategic and timely advice to the Group Manager, CEO, Senior Management Team and the organisation
* To develop and implement a comprehensive, competency-based Learning and Development Framework for Council, including the effective management of a Learning Management System (LMS) and leadership development
* To provide input and advice to facilitate and support effective workforce planning, succession planning and management, and business transformation
* To coordinate development of initiatives to deliver positive outcomes for Council and the local Aboriginal community and promote Aboriginal peoples, histories and cultures
* To oversee the development and ensure delivery of an organisational approach to change management
* To ensure all relevant legislative requirements are met

# 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. A major challenge is the establishment of an Organisation Development Strategy and Leadership Framework with an emphasis on developing customer service and enhancing personal effectiveness and capability whist ensuring that all legislative and award requirements are complied with.

The Organisational Culture, Capability and Diversity Branch forms part of the Division that contributes directly to the achievement of these organisational goals. As a member of the branch 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:** Coordinator Organisational Culture and Capability, Leadership and Capability Advisor, Learning and Capability Advisor, Coordinator Diversity and Inclusion, Senior Diversity and Inclusion Advisors, Child Safe Officer, Coordinator Aboriginal Partnerships and Community Planner Aboriginal Partnerships

**Internal Relationships:** The incumbent works closely with staff at all levels within the organisation (including CEO, Directors, Group Managers, Managers and Coordinators)

**External Relationships**: The incumbent is required to develop and maintain professional and productive relationships with external bodies including (but not limited to): professional associations and suppliers, community organisations, Consultants, VECCI, lawyers, training institutions, organisations and providers, unions, Council’s advisors and members of the public.

# KEY RESPONSIBILITIES & DUTIES

**Strategic Advice and Support**

* Develop, monitor, evaluate, review and provide advice on systems and processes, policies and procedures to enhance organisational capability and performance to effectively and efficiently meet Council’s goals and objectives
* Develop relationships with professional bodies to maintain leading edge thinking and advice on all matters pertaining to Learning and Development, culture development, and diversity and inclusion issues.
* Provide expert, timely and accurate advice to the Senior Management Team on issues including:

- Learning and development, including leadership development

- Attraction and retention strategies and programs

- Organisational culture development and Council’s Employee Value Proposition  
- Performance management and measurement strategies  
- Diversity and inclusion, including developing Aboriginal partnerships and employment

* Develop proactive communication strategies to ensure timely and accurate information is disseminated within the organisation
* Initiate and coordinate strategic research and preparation of discussion papers for Senior Leadership Team and Council.
* Lead the department with particular emphasis on building the capacity and capability of staff, implementing effective and innovative systems and practices aligned to the future direction of Council
* Develop a robust reporting and analysis framework that will provide the organisation’s leadership with analysis and data required to optimally staff the organisation and deliver on its objectives.
* Develop, monitor and manage the annual budget for the Department.

**Culture and Organisation Development**

* Develop and implement, in conjunction with senior management, a sustainable Organisational Development Strategy, including effective recruitment and staff retention and development programmes.
* Proactively contribute to the development of effective organisational strategies, systems, culture and leadership to promote continuous improvement across the organisation.
* Coordinate the delivery of Staff Engagement and Pulse Surveys and the development of strategic and sustainable responses to Survey results

**Learning and Development**

* Develop, implement and evaluate systems and processes, policies, procedures, programs and strategies for learning and development, including leadership development, and building organisational capability
* Develop and implement a consistent change management framework and the development of organisational change management capability
* Develop a competency framework for generic functions and defined roles across Council and provide training to build essential, core and functional competencies
* Coordinate, monitor and evaluate external training providers and consultants, including contract management and Council’s Learning Management System (LMS)
* Develop, monitor, maintain and evaluate systems and procedures which assess the impact and benefits of training on organisational performance and development and productivity and efficiency gains, and maintain computerised information of training activities and participation

**Diversity and Inclusion**

* Create, implement and review diversity-related strategies across the organisation
* Consult with internal and external stakeholders to review and develop relevant strategies
* Provide organisational-wide consultation and advice on diversity-related programs, initiatives and priorities
* Maintain organisational policies to ensure they are up to date with diversity-related priorities

**Aboriginal Partnerships and Employment**

* Work within Council to increase engagement with the Aboriginal community and community initiatives and activities
* Develop strategies to identify and promote opportunities for sustainable Aboriginal employment
* Engage stakeholders to deliver positive outcomes for vulnerable Aboriginal community members
* Partner, support and participate in community initiatives that celebrate the Aboriginal history and identity in the municipality.
* Identify opportunities to promote Aboriginal peoples, histories and cultures.
* Build confidence, understanding and capacity of the organisation in engaging with Aboriginal peoples, cultures, histories and issues.

**Leadership**

* 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 Department, building the capacity and capability of staff and 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 an organisational development reporting and analysis framework which provides the data and analysis to support and inform effective decision making on addressing organisational cultural and development issues, objectives and priorities.
* Contribute to the development and application and preparation of responses to organisational staff engagement surveys, including pulse surveys
* Establishment of appropriate systems for recording and maintaining talent management, performance development and training records

**Compliance**

* Develop and coordinate delivery of relevant training, including relevant compliance training, to increase awareness and understanding across the organisation.

**Sustainability**

* Champion and support staff to embrace the following Sustaining Yarra principles through the work of the Branch:
  + Protecting the Future
  + Protecting the Environment
  + Economic Viability
  + Continuous Improvement
  + Social Equity
  + Cultural Vitality
  + Community Development
  + Integrated Approach

**Corporate Responsibilities**

* Comply with all Council policies, procedures and guidelines including those relating to Occupational Health & Safety, Equal Opportunity (including harassment and bullying), Privacy and Code of Conduct.
* Lead and model the organisational values and behaviours.
* Participate effectively in leadership and management of the Corporate Division through the divisional management team.

**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 strategies, policies and procedures, and statutory requirements, are observed, implemented, applied consistently 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 and direction to, and developing staff of the Branch.

The role is responsible for providing strategic advice and direction to the development of effective organisational and culture development 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 or 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.

**Yarra Values**

* Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
  + Respect
  + Teamwork
  + Innovation
  + Sustainability
  + Accountability
  + Integrity

**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 (SMT) informed of relevant issues, trends or incidents.
* Highly developed ability to identify and develop 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 also required to exercise professional judgement, flexibility and adaptability in identifying, developing, analysing and recommending policy and strategy options in relation to the Branch, SMT and Council.

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 influence, motivate, and provide leadership to 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 and a commitment to ongoing personal and professional development.
* Ability to provide motivation, leadership and effective development opportunities for staff working in a multi-disciplinary environment.
* Well-developed project management skills.

### 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 and 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, including with community organisations.
* 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 organisational development and diversity management practices, systems and procedures
* 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.
* Ability to prepare, negotiate and monitor project and program budgets
* Demonstrated experience and a record of achievement in organisation development with a successful record of implementing change.
* Ability to successfully develop and lead cultural and workplace change programmes.
* A good knowledge and understanding of relevant contemporary issues and trends

# Qualifications and Experience

* A tertiary qualification in a relevant discipline
* 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 organisational development, culture development and diversity issues
* 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 and consultative approach to organisational culture and development, and diversity and inclusion.
* Extensive experience in effectively managing change and implementing continuous improvement.

**KEY SELECTION CRITERIA**

* Demonstrated experience in managing a similar function and evidence of leadership and motivational abilities in a complex environment.
* Proven understanding of best practice and contemporary organisational culture and development strategies and initiatives and relevant legislative requirements.
* Demonstrated experience in the development, management and effective implementation of a business partnering and consultative approach to ensure implementation and 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 working within an organisation and/or community driving a diverse agenda and understanding cultural sensitivities.
* Extensive experience in effectively managing change and implementing continuous improvement, including demonstrated leadership and motivational abilities.