**employee services lead**

**People and culture Team**

**At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults.** Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.

**Position details**

|  |  |
| --- | --- |
| **Position** | Employee Services Lead |
| **Department** | People & Culture |
| **Hours** | Part Time |
| **Hours per week** | Minimum 30.4  |
| **Duration** | Ongoing |
| **Location** | This position is based in Collingwood and is expected to travel to regional offices as required, from time to time. |
| **Reporting****Relationship** | This position reports directly to the Human Resources Manager – Operations & Business Partnering. |
| **Effective date** | May 2021 |

**Overview of Department**

The People and Culture Department is responsible for providing comprehensive Human Resources Services to the organisation which consists of approximately 1,700 employees.

**Position Objectives**

The Employee Services Lead will be a part of the People & Culture Team, and will be responsible for maturing our employee services function; to provide a great employee experience on their journey with us and working to develop the our capacity and capability by driving process improvements, providing timely and accurate advice.

You will lead a small team to ensure all the administrative HR processes are occurring and reviewed regularly as compliance in our industry is fundamental, you will provide advice including but not limited to HR Legislation and contractual/Award/Agreement requirements, working with the team to ensure the Employee Life Cycle administration and improvements are at the core of all engagement.

|  |  |
| --- | --- |
| **1.** | Employee Services – Administration Working to continuously improve and evolve our HR administration practices ensuring we have good policies, processes and practices in place to attract and retain great employees. Evolving our employee inquiry approach to improve our service to employees and undertaking regular compliance checks to ensure our systems and processes are protecting employees, our clients and the organisation. |
| **2.** | Employee Services – Employee Experience Developing, co-ordinating and implementing sound practices in respect to remuneration and benefits, position description management and other identified improvements through the HR life cycle, leveraging technology, systems and people to drive positive improvements. This will be achieved by listening to employees, leaders and researching what could be within the constraints of resources and then using those insights to present opportunities for implementation, educate Leaders or employees to bring about positive change. |
| **3** | Legislation & Award Compliance - As part of the HR Operations Team ensuring that we are providing appropriate advice in respect to Legislative & Award Compliance and that our employment letters, policies, processes and practices at a minimum meet the requirements. Liaise with Managers and employees to ensure that these requirements are understood and embedded into practice partnering with Managers and the broader People & Culture Team. |
| **4** | Projects – People & CulturePartner with other areas within People & Culture to deliver integrated solutions that improve organisational capability, P&C efficiencies and improvements or support us in maintaining our great culture in the work we do as an organisation. |

**Key Responsibilities**

|  |  |
| --- | --- |
| **1.** | Support and lead the Employee Services Team to ensure delivery high quality customer services to the organisation. |
| **2.** | Work with the Human Resources Manager to ensure all employer obligations are met and or exceeded. |
| **3.** | Partner with the HR Manager and other key members of the organisation to explore, assess and implement changes to facilitate matquality and compliance improvements utilising the benefits of the systems available.  |
| **4.** | Work with the broader P&C team to drive continuous improvement and innovation into all our processes, practices and systems that lead to strong pipelines. |

**Key Selection Criteria**

The Key Selection Criteria are based on role specific requirements ***and*** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to ***both*** a) and b).

|  |  |
| --- | --- |
|  | 1. Experience in the Provision of Award and Enterprise Agreement interpretation.
 |
| C:\Users\David.Sandison\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\GIF9U7N8\RoleSpecific_icon.jpg | 1. Proven track record in building and maintaining effective working relationships with a range of stakeholders, including the ability to lead, influence and work collaboratively with a range of internal and external stakeholders to deliver great employee services.
 |
| 1. Excellent verbal and written communication skills, including well developed report writing and negotiation skills.
 |
| 1. High level proficiency in a range of computer-based applications including Microsoft Office programs Outlook, Word, Excel and PowerPoint.
 |
| 1. Self-starter with initiative and motivation, to work independently and as part of a dynamic team, and a commitment to inclusivity of everyone.
 |

**Occupational health & safety (OHS)**

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

* take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company’s OHS policies and procedures
* take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
* cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
* report all injuries, illness or ‘near misses’ to their Supervisor or Manager
* participate in relevant health and safety training based on roles and responsibilities
* as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems.

**Cultural Safety in the Workplace**

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria’s commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

**Conditions of employment**

* An attractive remuneration package will be negotiated with the successful applicant. Salary Packaging is offered with this position.
* All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
* All offers of employment are subject to a satisfactory Criminal History Check, a current Driver’s License and Employment Working with Children Check prior to commencement.

**Acceptance of Position Description requirements**

To be signed upon appointment

**Employee**

|  |  |
| --- | --- |
| Name: |  |
| Signature: |  |
| Date: |  |