


## About WIRE

	372 Spencer Street West Melbourne VIC 3003 ABN: 98 957 157 895
<b>Position Title:</b>	General Manager – Human Resources and Operations
<b>Incumbent:</b>	Vacant New Position
<b>Accountable to:</b>	Board of Governance through the Chief Executive Officer
<b>Reports to:</b>	Chief Executive Officer
<b>Area:</b>	Whole of Organisation
<b>Supervisory Responsibilities:</b>	Finance and Administration Coordinator Administration assistant
<b>Employment conditions:</b>	Full time - hours of work can be negotiated for the right candidate  Superannuation contributions calculated on 9.5 % of gross salary plus attractive salary packaging opportunities available to the NFP sector apply
<b>Hours of Work:</b>	Monday – Friday Business hours between 8.00 – 6.00 pm 37.5 hours per week Flexible work practices are supported
<b>Classification:</b>	Social, Community, Home Care & Disability Services Industry Award (SCHADS) 2010 Sector Award Level 7 - increment level dependent on experience.
<b>Performance Review:</b>	Review of the position description will occur in the event of any major changes to current funding arrangements or annually.
<b>Version Number:</b>	1
<b>Version updates</b>	October 15 2020
<b>Approved by:</b>	CEO
<b>Date:</b>	October 15 2020

WIRE is a leading service delivery organisation with more than 37 years' experience supporting countless women, nonbinary and gender-diverse people across Victoria. It is the only Victorian state-wide free service that provides information, support and referrals to any Victorian women, nonbinary and gender-diverse person on any issue.

**Vision:** a just and inclusive society where all people can thrive.

Page | 2

**Values:** WIRE is feminist, inclusive and bold. We strive for social justice, empowerment and integrity.

**Mission:** At WIRE we work with women, non-binary and gender-diverse people to address the issues they identify, assist them to make informed choices in their lives and advocate for structural change to bring about gender equity and social justice.

WIRE has a strong track-record of innovation in research, training and service delivery and addressing the multiple barriers women, non-binary and gender-diverse people experience that contribute to their marginalisation.

WIRE supports all women, including nonbinary and gender non-conforming people. We are a committed feminist organisation that provides best-practice gender-informed service delivery, research and training and a non-stigmatising service delivery entry point for thousands of people every year.

We provide support through a Telephone Support Line, by email and online, as well as face-to-face at our Walk-in Centre located in West Melbourne. We also deliver a range of programs and services including job coaching, employment workshops, financial and legal clinic, lunch-time clubs and activities for those experiencing isolation and homelessness.

We undertake projects and provide education and resources to individuals, organisations and the community to build capacity and capability to counter gender bias, discrimination and family violence. This includes training products and programs focused on increasing women's financial capability, addressing family violence, dealing with difficult calls and working more effectively with women.

WIRE has doubled in size over the last few years and now needs to embed new human resource and organisational management processes to meet the needs of our growing organisation. With more than 60 volunteers and 24 staff WIRE's work impacts throughout Victoria and changes lives. We are proud of who we are, the service we provide and what we have achieved.

## WIRE VALUES AND PRINCIPLES

[See WIRE's webpage with more information about WIRE our strategic plan and principles of practice](#)

## PURPOSE OF ROLE

As General Manager – HR and Operations you will lead WIRE's activities to create an integrated and highly strategic approach to people (HR, learning, workplace culture,) operations (risk management, asset management including technology) and culture (WIRE policies and procedures).

Page | 3

You will report to the CEO and where necessary deputise to the CEO in their absence. You will be a member of the WIRE leadership team alongside the CEO, Partnerships & Community Engagement Manager and Service Delivery Manager, who work closely and collaboratively to achieve the organisation's strategic and operational targets.

Key initiatives over the coming 12 months will include:

- establish and implement risk management procedures
- develop and embed consistent HR processes and management procedures across WIRE – including:
  - reviewing employment conditions and policies
  - creating staff work plans with KPI's for staff
  - creating an annual learning and development plan and calendar for staff and volunteers
- establish internal communication pathways
- design a “COVID-19 and beyond” workplace strategy to reintegrate staff and volunteers to the WIRE office
- cultivate a harmonious workplace culture by designing and implementing staff, volunteer and service user feedback channels and develop strategies and procedures to improve practices across organisation.

## Roles & Responsibilities

- **Lead the Human Resources functions of the organisation**, including:
  - Preparing job descriptions
  - Leading recruitment, contracting and induction processes
  - Implementing and reviewing: performance management systems including developing workplans with KPI and goals aligned to the WIRE strategic plan; OH&S procedures
  - Driving enterprise agreement negotiation
  - Ensuring employment policy compliance, including
    - Dispute resolution
    - Point of contact for staff queries around conditions of employment and non-service delivery related policy
    - Overseeing implementation and review of the human resources manual
    - Overseeing Working with Children Check and police check register for volunteers and staff
  - Staff support including Employee Assistance Programs (EAP);
  - Learning and Development policies and processes
  - Developing and maintaining a positive workplace culture
  - Monitoring and reporting on People and Culture metrics including volunteer and staff satisfaction
  - Support staff, managers and volunteers to engage in career development opportunities
- **Oversee WIRE workplace environment, tools and systems**, including:
  - Management of WIRE assets including office equipment and furnishings, IT systems software and hardware, building including fixings and oversight of maintenance contractors, and day-to-day office operations:

- OH&S related to facilities
- Technology including hardware, software, online services, documentation and business continuity
- Coordination of strategic planning meetings, WIRE AGM, all staff meetings and Board meetings.

- **Lead WIREs risk and compliance procedures, including:**
  - Maintain and update WIRE risk register
  - Maintain, update and ensure compliance with WIRE's legislation and compliance register
  - Drive WIRE compliance for DHHS audit
  - Drive data collection systems for DHHS reporting and report monthly and quarterly DHHS.
- **Oversee policies and procedures, including:**
  - Maintain and update WIRE policies and procedures
  - Keep up to date with sector and legislative reforms that impact on WIREs work.
- **Management, leadership and performance** including:
  - Manage and support the finance and administration team including contractors attached to finance and administration functions
  - Work across the whole of WIRE to lead and facilitate the implementation of tools and practice that enables the organisation and staff to achieve success and work in alignment with WIREs culture and values
  - Support the CEO in ensuring organisational impact as measured against the Strategic Plan
  - Support the CEO in reviewing all organisational operations, systems and structures, as required to improve performance
  - Deputise to the CEO as required
  - Manage external consultants and contractors, and other independent external stakeholders as required, such as: financial management consultants, bookkeepers, auditors.
  - Be a dynamic and instrumental member of the WIRE leadership team
- Lead other strategic projects as required work with leadership team on agreed projects

Your position description is an indicative guide and may be reviewed as required.

## KEY SELECTION CRITERIA

### Academic Qualifications:

#### Essential

A tertiary qualification in a relevant discipline i.e. human resource management, business administration.

### Work Experience:

Essential	Desirable
Extensive experience working in a non-profit organisation in a senior people and operations leadership role in a complex organisation	Experience with social justice, empowerment and equity through work with non-profit organisations, organisation with a gendered lens or intersectional framework.
Demonstrated experience developing and implementing human resources work including recruitment, performance management, legal compliance, OH&S and beyond.	Previous experience working in feminist organisation.
Demonstrated experience of developing and implementing progressive and effective recruitment and selection strategies.	Solid experience of working with the SCHADS Modern Awards.
Alignment with WIRE values, vision and mission so that work is carried out in a supportive, empathetic, and discreet manner with colleagues, staff, volunteers and service users.	
Demonstrated skills in organisational-wide change projects, especially with a focus on culture and inclusion.	
Demonstrated experience and general knowledge in areas such as governance, risk management, financial management and legal issues.	
Collaborative team member who can take a leadership role and empower team members to achieve agreed outcomes.	
Understands feminist principles and alignment with those principles that confirms an understanding of the issues faced by women and gender-diverse and nonbinary people in our community.	
Track record of meeting targets and prioritising work.	
Self-directed to achieve individual, team and organisational goals.	
Sound working knowledge of relevant state and federal industrial relations, the Modern Award framework and other employment related legislation.	
Highly developed oral and written communication skills with the ability and confidence to address complex and sensitive people issues across all levels of an organisation.	
Demonstrated experience of developing and maintaining positive and professional working relationships with a range of internal and external stakeholders.	
Ability to adapt, be open to new ideas, accept changes in priorities, recognise the merits of different options and change direction quickly	
Excellent organisational and coordination skills including the ability to prioritise workload and meet deadlines in a dynamic and fast paced environment.	
Competent in the use of the Microsoft Office suite of applications and HRIS software.	

## Specific Requirements

- A current national Police Check will be required before commencement.
- A current valid Working with Children Check will be required before commencement.
- Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in WIRE's Occupational Health and Safety policy.
- All WIRE employees are required to familiarise themselves with the organisation's policies and procedures and to adhere to them at all times.
- In line with current Government guidelines, this position will be based at home initially. As such a reliable internet connection will be required.

### Relationships

With	Purpose
Chief Executive Officer	Reports to
Finance. & Admin Coordinator	Line manager
Administration Assistant	
Leadership team members	Works with
External stakeholders and consultants	Line manager