SACS Consulting
Competency Based Recruitment
Assignment Specification

National Manager Resourcing

for

Able Australia

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organisation background

Able Australia is a leading provider of high quality, person-centred disability services and community supports. Over the last 50 years, it has grown to become a diverse not-for-profit organisation offering a broad range of services to adults with deafblindness and those with multiple disabilities, and also provides community supports to seniors. Able currently employ over 600 passionate staff and engage with over 200 dedicated volunteers who are committed to our strong community and people-focused values.

Able's Mission

Able Australia's mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, kindness, respect and excellence every day.

Able's Values

Committed to values of trust, respect, excellence and kindness, Able strives to provide the best quality care in long term partnership with their clients and their loved ones.

Trust

For more than 50 years we have been trusted to deliver high quality, reliable services safely to those we support.

Respect

We are respectful, upholding the human rights of everyone we support and work with.

Excellence

We strive for excellence in everything we do – from the services we provide, to the outcomes we support clients achieve.

Kindness

We are kind and compassionate to all.

position specification

position

NATIONAL MANAGER RESOURCING

reporting relationships

Reports to:
- National Director People & Culture

Direct Reports:
- Rostering Business Partner
- Team Able Project Manager
- Talent Acquisition Team (2 x Direct Reports)
- Total team is 9

Key Relationships:
- National Management Team
- HR Business Partners
- Area Managers
- Direct Support Workers

term

Full time, ongoing

summary

The National Manager Resourcing is critical member of the People & Culture leadership team and a core contributor to the major strategic workforce transformation underway at Able Australia. The National Manager Resourcing will be both operational and strategic, future focused and will provide data and strategic insights regarding the current and future workforce demand and supply issues.

As Able Australia launches into a period of exponential growth, this role will have a blend of legacy workforce resourcing issues to resolve whilst working closely with Operational leadership teams to manage talent sourcing and planning pipeline across the organisation.

This position will be responsible for leading and managing the following teams:
- Rostering
- Talent Acquisition
- Team Able Manager (new role)

The National Manager Resourcing will lead by example in demonstrating highly developed collaboration and consultation skills with key internal stakeholders to understand the context, challenges, supply gaps and business outcomes. This role will provide leadership support and advice to the Rostering Teams, Talent Acquisition Teams, National Management Team, Area

Managers and Team Leaders to enable the development of workforce resourcing.

The National Manager Resourcing will contribute research, design and best practice solutions in collaboration with a broader People & Culture leadership team to meet business needs. This role will Implement solutions with a strong focus on change and communications to ensure solutions are operationalised and embedded within the business.

position background

This is a newly created position.

responsibilities

Data and Strategic Insights

Provide data and strategic insights regarding the current and future workforce demand and supply issues to better inform the Executive, National and Operational Leadership Teams to effectively plan and manage workforce. Strengthen the data base from which decisions about the workforce sourcing are decided:

- Assist with the development and generation of resourcing data
- Create operational and resourcing priorities based on evidence and data
- Establish governance and data management standards for data quality and monitoring and correction processes
- Establish mechanisms for accountability through data stewardship and data governance activities
- Build reports to assist stakeholders understand current and upcoming resourcing plans

Rostering

Coach, support, train and develop rostering Manager and broader rostering team. Provide leadership, insight and direction to the team nationally. Develop rostering team and processes that are aligned to best practice – meet organisational needs, are equitable, efficient and pragmatic:

- Review and support best practice rostering principles
- Encourage and support the knowledge development of the rostering team
- Canvas and develop resourcing options to better align employee and client rosters
- Ensure that rosters are compliant with Industrial Instruments, legislation and Client Service Agreements

- Ensure appropriate flexibility in rostering to facilitate employee engagement and staffing needs
- Create employee communication principles and processes for rostering teams nationally
- Work co-operatively and productively with employees, Trade Unions and People and Culture team to manage rostering changes
- Ensure appropriate governance structures in place to oversee roster planning, creation, approval, monitoring and reporting

Talent Sourcing & Recruitment

Recruiting employees at the right time, right place, right skills and right pace will be critical to the success of in this position. With bold growth plans we will need a well-designed end to end sourcing and recruitment process and a team of talent acquisition partners that are professional, focused and supported:

- Lead and develop a professional, engaged and productive Talent Acquisition Team
- Explore sourcing techniques to create a hiring pipeline with a robust flow of high-quality talent
- Plan, Design and drive recruitment campaigns nationally to source quality candidates and mitigate sourcing gaps
- Develop assessments and tools to ensure that job profiles and new hires are aligned
- Generate data talent sourcing and recruitment data to track and analyse trends
- Provide fortnightly reports and insights to stakeholders on sourcing process, requirements and gaps

Managing Growth

The Strategic Workforce Plan outlines the necessity for agile management and project structures to support growth in the next 24 months. 'Team Able' is a project team to manage and support the opening of new houses nationally. Whilst initial project outline for the Team has commenced, it is expected that this Team will be operationalised and fully incorporated into the organisation in the first quarter of 2021. The management lead for Team Able will report to this role:

- Support and work with the Team Able Manager to establish an operational structure and workflow format for Team Able
- Provide leadership, coaching and support to Team Able Manager in project and stakeholder management
- Partner closely with the business development and operational team to align workforce planning activities and resourcing for new and existing properties

- Partner and align with Intake and Quality teams to ensure appropriate sourcing of skill aligned sources to support clients

Leadership

As an integral member of the People & Culture leadership team this role is expected to nurture and co-create People & Culture strategies and solutions. Collaboratively and in partnership with the People & Culture and broader leadership groups, champion change, organisational design and organisational values.

- Report monthly and when appropriate present to leadership teams and Board, portfolio activities, project planning and delivery outcomes
- Collaborate, contribute and actively engage Able Australia leadership teams
- Contribute to the Incident Command Centre where necessary
- Design and consider succession and business continuity plans for each segments of your portfolio
- Contribute talent, expertise, strategic insights and thought leadership
- Act with integrity and comply with the Able Australia's management principles and TREK Values
- Act in the best interest of the organisation, employees and clients that we serve at Able Australia

real world outcomes

This document sets out the Real World Outcomes and the resultant core competencies that relate to the position.

RWO	measurement
Full complement of staff	The National Manager Resourcing has resourced a full complement of staff and client needs and employee rosters are aligned. Measurement is the smooth delivery of required staff for new houses and ad hoc vacancies to the satisfaction of the National Director People & Culture.
Stakeholder satisfaction	The National Manager Resourcing has ensured that internal stakeholders receive a timely delivery of high quality direct support staff when required. Measurement is high levels of line management staff satisfaction.
Unifies the resourcing needs of the organisation	The National Manager Resourcing is proactive in understanding and unifying the needs of the organisation from a rostering and workforce point of view. The organisation's growth is maintained through systematic planning of resources and modelling. Measurement is the satisfaction of the National Director People & Culture.
Leadership of a high performing team	The National Manager Resourcing has provided effective leadership, people management and support to their team to the satisfaction of the National Director People & Culture. Staff are well recruited, inducted and trained and feedback indicates a positive working environment with a high level of employee engagement and commitment.
Reporting	The National Manager Resourcing is perceived to be a 'source of truth' in respect of staff resourcing and has delivered high quality and informative reports to Area Managers that assist them to confidently manage budget and other service and performance metrics and to make effective decisions.

core competencies

skills

Competencies Required:

1. Highly skilled in resourcing management, candidate attraction and selection
2. High level modelling skills
3. Excellent interpersonal skills and a strong capacity to relate to a range of different stakeholders
4. Strong logistical skills
5. Strong stakeholder management skills and ability to understand the needs of various internal customers
6. Established project management skills
7. Demonstrated people leadership skills
8. Lateral thinker with well-developed conceptual and analytical skills and the ability to synthesize information
9. Commercial acumen and management skills
10. Skilled in Microsoft Office Suite.

knowledge / experience

Competencies Required:

1. Direct experience in high volume rostering and coordination
2. Demonstrated management and leadership capability, with the ability to work collaboratively with a range of departments and area managers
3. Understanding of contemporary rostering, candidate attraction and evaluation strategies.

qualifications

1. A tertiary qualification in a relevant discipline ideal but not mandatory

values / attitudes

Competencies Required:

1. Ability to work in a dynamic environment
2. Energetic and conscientious
3. Collaborative and committed to partnerships
4. Flexible and resilient
5. Open and honest
6. Creative, problem solver and initiative talker
7. Committed to achieving results
8. An engaging and approachable individual staff feel comfortable dealing with.

application process

Our typical application process is detailed below. Please don't be alarmed if this process alters slightly as from time to time there are unforeseen delays and some of our clients request alterations to the below process.

Your application to SACS will initially involve you applying online and submitting your current resume SACS for our review in relation to a particular position.

Upon review of resumes, candidates whose resume appears to match our client's brief will be emailed a series of behavioural questions (5-8). These candidates will then be requested to email a response of 1-2 paragraphs per question back to SACS. This forms a more formal application to the role and in most cases these answers will be presented to our client in a formal candidate report.

Upon review of responses, you may then be progressed to an online Zoom video interview with 1-2 SACS Consultants. In general your Consultant will be back to you within 10 working days of the interview to advise you if you will be progressing to the panel interview process with our client.

Our client then meets you usually in a panel format (this will likely be via online video conference), one of your SACS Consultants may also be on the interview panel.

You will be given a timeframe at the panel interview and we will ensure you are advised of the outcome of your application within the agreed timeframe.

If you are taken forward from the panel interviews you will then be requested to complete psychological testing which we typically ask you to complete online, through the SACS Psychometric Assessment Portal. If you are successful in making it to the final stage of the process, we will request that you provide us with two work related referees.

If you need assistance or adjustments to participate in the application or interview process, please contact Georgia Ladner on 1300 130 965 or georgial@sacsconsult.com.au.

If you have any questions about your application at any stage please don't hesitate to call us on 1300 130 965.

To apply for this exciting position with Able Australia please visit our website
https://sacsconsult.com.au/job-seeker/ and apply via the role.