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Position Description

People and Capability Manager

Last revised

18 March 2021

Purpose

The purpose of this position is to ensure that Candella's strategic people and capability management direction is supported in its foundation. The ideal candidate provides support to managers and fosters positive partnerships through advice, coaching and leadership across a wide range of people & capability functions within Candella. The role is to promote and create an empowered workforce and a culture of integrity, teamwork, innovation, respect and trust, in line with Candella's values. The main pillars of this role are framework and administration, planning and strategy, coaching and capability as well as culture and communication. The role is seen as an integral part of the team sitting alongside management. The role will likely have several direct reports from the business support team.

Key Responsibilities

The People and Capability Manager is responsible for delivering lean, flexible and effective structures and business results. Under the four main pillars of the role this includes:

Framework and administration

- Planning and implementing a safe, compliant, flexible and simple framework that is reflective of business needs and complies with all legislative requirements;
- Setting up operational processes with a continuous improvement focus maximising efficiencies;
- Providing HR tools and support systems to management;
- Assessing risk and compliance consistently and making relevant changes to documentation and processes;
- Creating and tracking performance improvement plans for managers and teams as needed;



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- Providing administrative leadership and assistance as required;
- Reporting, recording and investigating all work-related incidents and illnesses and support appropriate rehabilitation and return-to-work strategies.

Planning and strategy

- Ensuring all people activities are aligned to the organisation's strategic goals and meet customer expectations;
- Developing, implementing and evaluating innovative workforce and organisational development strategies such as, engagement, diversity, leadership, talent management and learning and development;
- Providing sound advice to managers and develop solutions and strategies to prevent and resolve employment relations and performance issues, disciplinary action, mediation and grievance issues.
- Planning and working independently as well as together with the senior leadership team with a view to foster Candella's performance, growth, culture and values;
- Providing strategic guidance and advice on the organisation's people needs to managers and the Board as required;
- Continually identifying improvement opportunities, anticipating and proactively addressing potential problems in structures, processes, managers or their teams.

Coaching and capability

- Leading the development and capacity of Candella's teams to build a high performing workforce that is flexible, customer centric and forward thinking in the delivery of its services;
- Driving the development of HR literacy and practices across the organisation in order to empower leadership in ensuring compliance with relevant legislation and policies;
- Developing and empowering leaders to manage people issues to effective outcomes for the organisation;
- Practising a coaching approach - consulting and coaching staff and building their capacity to grow their team's capabilities and address any issues;
- Assisting managers in the recruitment process, ensuring that the right people are placed into the right positions;
- Creating a contemporary and effective formal performance evaluations process and assisting managers with the tracking and execution of such evaluations;
- Assessing and delivering training and development needs in a planned approach.



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Culture and communication

- Driving social connection, employee engagement activities and company-wide communication as required;
- Facilitating change management efforts throughout the company, ensuring beneficial change is implemented with minimal effort, time, and expense;
- Maintaining general cohesion of teams and the organisation as a whole;
- Monitoring the emotional wellbeing of employees, including workload, fatigue or other problems;
- Recording and translating team feedback and morale to Senior Leadership Team;
- Building a strong human-centered high-performance culture that aligns with Candella's values;
- Supporting leadership behaviours that ensure effective people and capability activities.

Position Objectives

An effective People and Capability Manager plays a significant role in contributing to the following outcomes:

- Lean and flexible structures for the benefit of all employees in line with Candella's culture and values;
- Clearly defined expectations and role design;
- Management is thoroughly supported through tools, structures, training and advice;
- Functional governance and flow of information;
- A positive environment for the employee to thrive in and generates happiness;
- Risk assessments are up to date and appropriate control measures are in place;
- Appropriate supervision is provided and applicable induction and training are given and recorded;
- Personnel understand and follow safe work practices;
- Employee health and safety performance is evaluated and employee initiatives to improve health and safety are encouraged;
- Inspired commitment within the organisation to achieve successful outcomes and quality performance;
- Successfully coach and manage business support team as direct reports;
- Solutions and decisions that have a positive and beneficial organisational impact.



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Position Expectations

Essential - Attributes:

- You demonstrate a positive, non-judgmental, non-discriminatory attitude towards people who experience mental health issues and other forms of disadvantage;
- You see and treat people as individuals and do not make assumptions about them or prejudge them on the basis of their diagnosis or their belonging to a marginalised group or community;
- You have a genuine interest in the fundamental purpose of Candella and the delivery of safe, high quality, person-centred supports;
- You have a desire to work in alignment with and promote Candella's core values:
 - Human
 - Capable
 - Effective
- You demonstrate diversity of thought, excellent EQ and fit in well with Candella's culture and teams;
- You have a genuine interest in building an agile culture and developing agile leaders;
- You demonstrate an understanding for the nature of Candella's workforce.

Essential - Skills and Qualifications:

- A tertiary level qualification related to human resources, business, organisational development or significant experience in a HR management role;
- Minimum of 5 years' experience in human resources and/or organisational development;
- Up to date with current industry trends and familiar with an agile, planning-based approach;
- Knowledge of and experience in working with relevant legislation;
- Demonstrated strong collaboration, communication, negotiation, and interpersonal skills;
- Demonstrated achievement of planned business outcomes through effective people and capability strategies that delivers on organisational strategy;
- You respond and relate extremely well to people in all positions, initiating and maintaining relationships inside and outside the organisation.

Desirable:



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- Up to date understanding of the Social, Community, Home Care and Disability Services Industry Award 2010 [MA000100];
 - Previous experience at a Not-for-Profit organisation or in Candella's industry;
 - Strong background, knowledge or skills in legal;
 - Demonstrated experience in change management;
 - Demonstrated experience with lean management practices.