

## POSITION DESCRIPTION

<b>Position Title</b>	Manager, People and Culture		
<b>Team</b>	Senior Management Team (SMT)		
<b>Classification</b>	SCHADS Level 6.1 + (Negotiable based on experience)	<b>Employment Status</b>	Perm, Full time or P/Time (Negotiable)
<b>Position reports to</b>	Chief Executive Officer		
<b>Location</b>	South East Melbourne, primarily in Dandenong		
<b>Last revised on</b>	September 2021		

### A. Background of organisation

The Southern Migrant and Refugee Centre (SMRC) has a 28 year history of delivering a broad range of social support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

SMRC operates from our Head Office in Dandenong and services offices in Narre Warren, Clyde North, Lynbrook and Pakenham. We employ 180 staff including 120 Direct Care workers and another 150 wonderful volunteers to assist with our programs.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people throughout the lifespan of a person from when they first arrive to Australia. Our workforce teams share a wealth of experience, skills and knowledge. Our client services are structured across Health and Wellbeing, Social Participation, Economic Participation, Diverse Care and the HIPPY program.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

### B. Role Purpose

The Manager, People and Culture is a key support the organisation in a business advisory capacity and will be responsible for a range of business activities relating to the compliance, administration and the delivery of the objectives of the organisation in relation to the SMRC people ensuring a culture that represents SMRC values in all areas across the business.

This includes Compliance to Employment and Industrial Laws and Awards, supporting SMRC people, managing complaints, oversight of all HR Policies and Systems, Workplace Health, Safety and Wellbeing programs, provision and scheduling of Training and Development opportunities, management of WorkCover, performance management and Succession Planning.

The selected incumbent will support a diverse range of employment engagements: Permanent Full Time and Part Time staff, Casual staff and Volunteers. The position also manages reception services and the Buildings and Facilities of SMRC in liaison with respective landlords.

## C. Key Responsibilities

1. **Employment Compliance:** Ensure that SMRC remains compliant with all relevant employment laws and relevant Awards, Award rates and conditions, Workplace health and safety legislation, security and privacy of personal information, Child Safe Standards, and the relevant requirements of State and Federal regulators and funders. This includes hiring the right talent (compensation, employee benefits, legal requirements, talent management), providing proper education and training (employment law and regulatory/legal requirements, managing the employee handbook (outlining organisational policies and procedures), and conducting scheduled HR Compliance Audits. This also includes effective and accurate award interpretation, Inductions, employment contracts, on boarding and related documentation.
2. **Generalist People Support:** Working with the CEO, Managers and Team Leaders to support and address all aspects of managing staff during their employment lifecycle, providing support that allows SMRC people to excel in their work.
3. **Policies and Systems Compliance:** Reviewing, developing and implementing employment Policies, Procedures and Systems. This includes supporting the implementation of an employee management system.
4. **Workplace Health, Safety and Wellbeing Compliance and Management:** Ensuring policies, systems and programs are designed and implemented to take care of the health, safety and wellbeing of all SMRC's employees and volunteers. Developing and streamlining management systems to cover compliance requirements which includes educating staff and management of their responsibilities. Ensure full compliance to Federal and State laws surrounding Health, Safety and Wellbeing both OH&S and WHS for staff across the organisation. Provide appropriate training to staff to comply with relevant parts of the legislative framework in managing the WHS.
5. **Training and Development Programs:** Work alongside the CEO, the general managers, management and team leaders in evaluating training needs for staff and provide the training platforms needed across all sectors of the organisation.
6. **Building and Facilities Management and Office Administration:** Ensure the Building and Facilities across all leased sites are managed to meet the organisational requirements and Work, Health and Safety legislative requirements. Monitor and maintain the organisation's office security and systems, including staff ID's. Ensure the building continues to meet the needs of the organisation moving forward in terms of correct utilisation of space, energy efficiency and cost. Manage the reception and general administrative functions.
7. **Workcover, performance management, terminations, and ensuring limited associated Legal Issues:** Alongside the Senior Management Team, manage all Workcover and Legal Issues involving employees. This includes conducting investigations, dealing with Fairwork, Worksafe, Insurance Agencies, Independent Investigators and Return to Work arrangements.
8. **Award Advice:** Provide advice, interpret and administer employee's contracts regarding salaries or wages, work hours, fair employment practices, OHS, long service and grievances. Negotiate any collective arrangements between union and executive management, develop policies, handle grievance procedures, manage dispute resolution involving management, employees; and advising executive management of contract negotiations. Consult with company lawyers when necessary to achieve successful outcomes.
9. **Talent Retention & Succession Planning:** Provide advice and work closely with the Senior Management Team to develop succession planning and talent retention policies and guidelines. Implement succession planning and talent retention management tools to enhance the capability of the collective workforce. Providing career paths to staff that allows them to enhance their skills and capabilities to meet SMRCs

Corporate Objectives. Undertake Workforce Planning with the Senior Management Team to meet the changing needs of the workforce.

10. **Organisational Development:** Work alongside the Senior Management Team to assist in the future development of the business. Work in the development of our people and the organisation's culture. Promoting the SMRC values in all our activities across the organisation.
11. **People & Culture:** Leading the management team to shape SMRC's company culture to ensure long term sustainability. Actively assess and understand the current culture of the organisation and proactively engage in the development of strategic cultural aims aligning with SMRC values and goals. Develop a clear definition of SMRC sustainable culture and how it is independently surveyed and measured.
12. **Health & Wellbeing:** Fostering a culture of health & wellbeing across the workplace. Promote activities and resources that works with staff and volunteers onsite and remotely to maintain mental and physical wellbeing being.
13. **Managing our people:** Encourage staff to work in a values-based organisation, where the values of the organisations are embedded in all SMRCs work practices. Develop Performance Appraisal systems to include KPI outcomes, training and professional development, improvement outcomes and 'work well done' appraisals. Foster a culture whereby staff development and KPIs are the responsibility of the employee assisted by their team leaders. Celebrate successes across the organisation and publicise positive outcomes.
14. **Advice on Payroll and Insurances:** Advise Payroll on proper remuneration and oversight the remuneration policy for SMRC. Review insurances and ensure that costs are managed.

#### D. Person Specification

##### Qualifications

- Tertiary qualifications in Human Resources and relevant Industrial relations and Human Resources experience.

##### Key Knowledge Areas

- Experience in a similar role is essential.
- Working knowledge of employment law and related industry awards (eg: Social, Community, Home Care and Disability Services Award), privacy laws related to HR management, and legislated OHS requirements
- Experience of working in a not-for-profit organisation (desirable – not essential)
- Understanding of working in a multicultural workplace

#### E. Key Selection Criteria

##### Essential Capabilities

##### Professionalism

- Taking responsibility – Work with integrity and care for the privacy and wellbeing of employees and the organisation; Apply best HR practice and provide high quality HR advice and support within SMRC.
- Work planning – Participate in regular meetings with direct reports to ensure that the work objectives are consistent with this position description and organisational objectives.

## Communication

- Interpersonal Skills - Model self-awareness, emotional intelligence and self-awareness in all communications; Demonstrate SMRCs Values in all work and communications.
- Written Communication – Prepare accurate reports and documents when required; Provide clear, accurate and timely electronic (email) messages and responses; Participate in developing practicable policies and procedures that comply with employment law and reflect best practice.
- Verbal Communication – Provide clear, accurate, respectful and relevant messages and options.

## Change and responsiveness.

- Change Management – work with management to assist in change management activities.
- Learning and development - Establish systems and processes for reviewing own skills and professional development.

## Special capabilities

### Leadership and teamwork

- Leadership - Guide leaders to apply best practice HR policies and practice, and to understand their employment law and OHS responsibilities.
- Teamwork – Maintain a good working relationship with teams and develop a strong HR Business Partnering approach to assist, advise and guide leaders at all levels of SMRC.

### Governance and compliance

- Risk Management – Identify risks and work co-operatively with the Risk Manager
- OHS – Manage work practices to comply with relevant legislation and licensing requirements. Implement a Health and Safety committee with elected representatives for designated work groups.
- Legislation and Compliance – Manage work practices to comply with relevant legislation and licensing requirements.
- Ensure National wage decisions, Award variations and other legislative changes are implemented in a timely manner.

## F. Personal attributes for this position

- **Culturally aware**- Respect difference in all forms, value diversity as a strength, and positively utilise diversity.
- **Analytical**- Review options and opinions before making judgements; take a systematic approach when developing improvements.
- **Collaborative** - Engenders a spirit of teamwork.
- **Inclusive** - Actively seek feedback and incorporate this into decisions and actions when legal, ethical and aligned with SMRC's Values; Communicate options, informed decisions and actions.
- **Supportive** - Encourage others to attain personal and organisational goals; Listen actively and inspire confidence.
- **Ethical** - Model expected standards of behaviour and the SMRC Values and Code of Conduct.
- **Self-Disciplined** - Manages time and plan well to achieve key outcomes.

## G. Staff reporting to this position

- Volunteer Coordinators, HR Assistant and Reception Team

## H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) employer and encourage applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC strongly believes in protecting the safety and wellbeing of children and vulnerable communities and take child protection very seriously.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

All employees of SMRC are required to follow common conditions of employment. These are outlined in the SMRC Policy and Procedures Manual.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures, as changed from time to time.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and HR Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within company vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- SMRC Values & Behaviours- **Diversity Respect Empowerment Inclusion Resilience Integrity**

## I. Important Information

SMRC offers:

**Salary Sacrifice:** Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contracts can access this very generous provision of \$15,899 tax free salary packaging.

**Christmas break:** SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

**Professional Development:** Employees are offered training to invest in their professional development that is relevant to their field of work.

All appointments to the SMRC are subject to the following checks:

- Reference checks.
- Criminal record check.
- Working with Children Check.

Please visit the SMRC website on [www.smrc.org.au](http://www.smrc.org.au) for further information.

### J. Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

CEO Name

CEO Signature

Date