



## POSITION DESCRIPTION

<b>Position Title:</b>	People Services Team Leader
<b>Location:</b>	Box Hill
<b>Reporting to:</b>	Manager People Support and Operations
<b>Direct Reports:</b>	2 (more direct reports to be added later)

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering 'a hand up' to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### The organisations:

St Vincent de Paul Society Victoria Inc. is the single member of VincentCare Victoria, a company limited by guarantee created in 2003 to focus on the age care services and government funded community services activities of the Society. Within the overall structure are three separate legal entities, each with their own governance structure, but sharing CEO and central offices. The organisations took the decision to co-locate their central offices in 2020. There is also to be a transition to a shared services model (including HR, Finance, IT, Risk and Marketing, Fundraising and Communications) which will provide internal services across the organisations.

#### St Vincent de Paul Society Victoria:

The St Vincent de Paul Society Victoria is a well-recognised and highly regarded charitable organisation established in Australia in 1854, which aspires to be recognised as a caring Catholic charity offering 'a hand up'



to people in need. It does this by respecting their dignity, sharing hope and encouraging people to take control of their own destiny. Staff, volunteers and members provide practical support, advocacy and friendship to the most vulnerable in our community.

St Vincent de Paul Society Victoria delivers its services through a group structure. At the core is SVdP, primarily funded through its retail network of Vinnies shops and its fundraising activities which delivers material and companionship to those in need through its home visitation, assistance centres, soup vans and a range of education programs.

### **VincentCare:**

VincentCare provides a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria. The primary focus is to:

- provide quality services for people at risk or experiencing homelessness, people with a disability, and men and women struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as to provide them with support and encouragement and enable greater independence.

### **OUR CHILD SAFETY COMMITMENT**

St Vincent de Paul Society (the Society) is committed to the safety and wellbeing of all children and young people. Our members, volunteers and employees understand that child safety is everyone's responsibility and is at the centre of all that we do and every decision we make.

We have zero tolerance for child abuse or neglect.

We are committed to providing a child safe environment where children and young people are safe and feel safe, and their voices are heard about decisions that affect them. This includes but is not limited to the cultural safety of Aboriginal & Torres Strait Islander children, children from diverse cultural, linguistic, and/or religious backgrounds, children who identify as lesbian, gay, bisexual, transgender, queer, intersex, asexual (LGBTQIA), and children with a disability.

Whilst all Society programs and activities may not involve regular contact with children by members, volunteers and employees, it is the decision of the Society State Council that all Society programs and activities will be subject to the Child Safety Policy.

### **PURPOSE OF ROLE**

Recognising a strong HR Administration and HR service functions is crucial to ensuring our organisation maintains HR and customer service best practice, this position leads a dedicated team to deliver effective HR service centre functions such as HR Administration, people data management, process improvement and system support.

People Services Team Leader promotes and drives innovative improvement practices to deliver professional, responsive and timely HR administration services to the business across the employee life cycle.

This position works collaboratively with the broader HR team including HR Partnering, Recruitment, Payroll, Safety and Learning and Development, in providing end to end people service.

Ultimately the role supports members and volunteers to be effective in their responses to the most disadvantaged in our communities.



## KEY ACCOUNTABILITIES

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Lead, manage and motivate team to achieve their objectives</b>	<ul style="list-style-type: none"> <li>• Support the development of KPIs for all team members and actively implement the Society's performance management processes</li> <li>• Effectively manage and lead staff to deliver high quality HR administration services to the organisation</li> <li>• Build and develop capability of team members</li> <li>• Ensure team are multiskilled across all facets of compliance, HR admin and HR helpdesk related activity</li> <li>• Ensuring systems and processes are effective and efficient</li> <li>• Promote and maintain a positive, respectful and enthusiastic work environment</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Engage with your staff and volunteers to identify and work through the resolution of hazards and incidents</li> <li>• Investigate safety incidents and close off related actions in the required timeframes; engage HR for support where required</li> <li>• Ensure your team understand and are accountable for risk management with their work</li> </ul>
<b>Deliver HR Admin &amp; Compliance services to organisation</b>	<ul style="list-style-type: none"> <li>• Provide support and advice on matters including compliance checks, keeping an up-to-date employee, volunteer and member compliance records</li> <li>• Ensure that the team provides efficient and accurate responses to queries received from employees, volunteers, members on HR administration matters</li> <li>• Ensure the team delivers accurate and timely operations of HR administrative and compliance activities</li> <li>• Proactively seek opportunities for continuous improvement to enhance HR admin and compliance processes throughout the organisation</li> <li>• Ensure systems and processes are followed, monitored and maintained to ensure the workforce (staff, Members and volunteers) are compliant at all times</li> <li>• Conduct comprehensive screening: <ul style="list-style-type: none"> <li>○ National police checks</li> <li>○ Working with Children Checks</li> <li>○ Other compliance checks as required</li> </ul> </li> </ul>



	<ul style="list-style-type: none"><li>• Organise and maintain personnel records ensuring accurate entry of data</li><li>• Manage staff and volunteer service milestone reporting and awards</li><li>• Collaborate with the HR Leadership team, HR Partners, Payroll, Learning &amp; Development and other HR subject matter experts to ensure knowledge and processes are effectively managed</li><li>• Consider feedback provided to team members and coach them to resolve queries through best practice and develop solutions that solve organisational specific business challenges</li><li>• Lead the team to promptly and effectively respond to help desk queries and escalate the more complex queries as required.</li><li>• Monitor and report on service delivery KPIs and translate relevant organisational people strategies into department plans</li><li>• Lead and participate in various HR and compliance projects and initiatives as required</li><li>• Develop reporting and analytics as required</li><li>• Support the People Support team with recruitment and on-boarding activities as required</li></ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"><li>• People Services Team Leader has developed relationships across the organisation and has engaged with HR Business Partners and Managers to understand their needs</li><li>• This will include responding to enquiries from prospective and current volunteers and staff in a timely manner, drafting various communications (acknowledgment, thank-you, etc.)</li></ul>



#### POSITION CONTACTS

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
Manager People Support and Operations	Internal	One up Manager
Compliance Coordinator	Internal	Team members - Networking, effective partnering and capacity building
Broader HR department	Internal	Networking and effective partnering
Managers	Internal	Networking, effective partnering and capacity building
Like-minded organizations	External	Networking, effective partnering and capacity building

#### DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

#### KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.



## KEY REQUIREMENTS

### Qualifications

- Tertiary qualification in Human Resources preferred
- Prior experience in an operational leadership role within an HR team

### Skills

- Proficient in Microsoft Office Suite including Word, Excel, Outlook and SharePoint
- Project management
- Ability to build rapport and influence others
- Outstanding written and verbal communication skills with strong attention to detail
- Exceptional skills in forging internal and external relationships
- Strong analytical & reporting capabilities
- Innovative & practical in problem solving with effective judgement & decision making
- Strong time management skills, including ability to meet deadlines and manage competing demands
- Ability to develop relationships, trust and rapport with range of stakeholders at all levels.

### Knowledge / Experience

- Experience in a HR team leader position, leading HR administration processes to deliver efficient and accurate responses to queries
- Experience working with HR helpdesk processes and systems including working on a ticketing solution with a tiered-delivery model (preferred)
- Experience in supporting and delivering projects impacting HR processes and systems
- Demonstrated experience in delivering end to end employee lifecycle processes
- Experience working on different HR systems
- Demonstrated experience with technology, HR reporting and dashboards, data management and analysis
- Demonstrated experience in working autonomously, whilst part of a larger team environment.
- Experience with Human Resource Information Systems, e-recruitment systems and workflows

### Attributes

- Passion for recruitment and general human resources administration
- Behaves in an ethical and professional manner at all times
- Strong customer service orientation
- Attention to detail, maintaining data accuracy and integrity
- Leadership, courage and resilience
- Outcomes driven
- Willingness to vary normal working hours from time to time
- Awareness of, and ability to work within, the ethos of the Society

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.