



POSITION DESCRIPTION

HUMAN RESOURCES MANAGER

Remuneration Package	Above Award
Employment Type	Full-time, Ongoing
Reports to	Chief People Officer
<p>Purpose of the Position</p> <p>Reporting to the Chief People Officer (CPO), the Human Resources Manager leads the planning, governance and operational discipline of the Human Resources function at Carpentaria, directly supervising the broader Human Resources team. The role is accountable for translating the CPO’s strategic direction into structured plans and consistent execution through planning, leading, organising, maintaining, controlling, reviewing and updating the work of the function across HR generalist activity, employee relations, recruitment, workforce planning, learning and development, compliance, payroll oversight and HRIS governance. This role provides evidenced assurance to the CPO through regular, accurate and well-evidenced written reporting on performance, project status, workforce risk and compliance.</p>	
<p>Responsibilities</p> <ol style="list-style-type: none"> 1. Refine, deliver and maintain the annual Human Resources operating plan and rolling team workplan that translate the CPO’s strategic direction and the Strategic Workforce Plan into clear deliverables, milestones, accountabilities and reporting cycles. 2. Directly supervise and lead Human Resources team members through effective planning and allocation of workload, setting standards, managing performance, conducting regular team meetings, and providing professional coaching to build team capability. 3. Maintain Carpentaria’s compliance with the Enterprise Agreement, Fair Work Act, applicable Modern Awards (including the SCHADS Award), NDIS Practice Standards, Out of Home Care Standards, Work Health and Safety legislation and other regulatory obligations, monitoring compliance status and escalating risk to the CPO. 4. Oversee end-to-end recruitment, onboarding, induction and probation processes, ensuring consistency, fairness, regulatory compliance (including pre-employment screening and worker clearances) and a positive candidate and employee experience. 5. Manage complex employee relations matters including performance management, disciplinary processes, grievances and workplace investigations with professionalism, sound judgement and procedural fairness, and act as a trusted point of escalation for managers and employees. 6. Oversee payroll operations in partnership with Finance to ensure accurate, compliant and timely processing of entitlements, allowances and Award provisions, and coordinate the delivery of mandatory and developmental training including managing relationships with Registered Training Organisations and external providers. 7. Oversee Work Health and Safety (WHS) operations in partnership with the Director, Assets and Facilities to ensure a proactive, operationally integrated approach to WHS and emergency management. 8. Review and quality-assure documentation, advice, correspondence and recommendations produced by the team before they are issued externally or escalated to the CPO, ensuring accuracy, clarity and a consistent professional standard. 9. Establish, review and update policies, procedures, templates and forms on a planned schedule, and govern the integrity of the HRIS and employee data in line with privacy and records management obligations. 10. Prepare and deliver structured written reports to the CPO on a regular cycle (monthly as a minimum), covering team activity, project status against plan, compliance status, workforce 	

metrics and people-related risk, with clear narrative, evidence and recommended actions, and produce ad hoc briefings, papers and submissions for the CPO, Executive and Board as required.

Essential Criteria

- Bachelor's degree in Human Resources, Industrial Relations, Business, Management or a related discipline.
- Substantial HR generalist experience (minimum 7 years), including at least 3 years in a Human Resources management role with direct responsibility for leading and developing a team.
- Demonstrated discipline in planning and managing a Human Resources function or team, including developing operating plans, organising workloads, maintaining systems and controls, reviewing progress and updating plans in response to changing priorities.
- Highly developed written communication skills, with a proven track record of producing clear, accurate, well-structured reports, briefings and policy documents for executive audiences.
- Strong attention to detail and an established commitment to quality, consistency and accuracy, with demonstrated ability to review and quality-assure the work of others.
- Thorough working knowledge of Enterprise Agreements, the Fair Work Act, applicable Modern Awards (particularly the SCHADS Award), National Employment Standards and contemporary employment law, with the ability to monitor compliance and manage risk.
- Proven experience managing complex and sensitive employee relations matters, including conducting or overseeing workplace investigations, with sound professional judgement and procedural fairness.
- Experience overseeing recruitment, onboarding, workforce planning and learning and development functions in a multi-site or multi-program organisation.
- High level of organisational skill, with the discipline to maintain structured systems for tracking work, deadlines, compliance obligations and reporting cycles.
- High level of computer literacy, including the use of HRIS platforms, the Microsoft Office suite and the production of management reports and data visualisations.
- Current Ochre Card, Criminal History Check, NDIS Worker Screening Clearance, and NT Driver's Licence (or willingness to obtain)

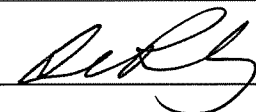
Preferred Criteria

- Postgraduate qualifications in Human Resources, Industrial Relations, Management or a related discipline.
- Certified membership of the Australian HR Institute (CAHRI or above) or equivalent recognised professional certification.
- Experience working within the disability, aged care, out of home care, health or community services sector, with an understanding of NDIS Practice Standards and Out of Home Care Standards.
- Experience in remote, regional or culturally diverse service environments.
- Working knowledge of contemporary HRIS and payroll platforms (e.g. Elmo, KeyPay).

Values and Behaviours Required

- Embody Carpentaria's Values and Principles of Good Practice through a human rights-based approach.
- Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
- Demonstrated adherence to legislation, policies and procedures and a commitment to Equal Employment Opportunity, WHS, Risk Management and Quality Improvement practices.

Authorised by the CEO: _____



Date: _____

27/05/2026