

POSITION DESCRIPTION

Position Title:	Senior Leader People & Culture
Award:	Health & Allied Services, Managers & Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 - 2026
Classification:	Management & Administrative Officer Grade 6
Site:	This position is primarily based at our Hopetoun Street site, however may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	76 hours per fortnight (1.0 FTE)
Tenure:	Ongoing
Position description developed:	June 2026
Responsible to:	Executive Leader Organisational Support

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The People and Culture team provides a range of human resource (HR) services to the Bendigo Community Health Services (BCHS) stakeholders. The primary responsibility of the team is to provide an organisation wide approach in a contemporary, responsive, and professional manner whilst assisting individuals and leaders with the appropriate advice and support.

POSITION ROLE

The Senior Leader People & Culture is accountable for leading organisational workforce strategy, industrial and employee relations, performance management systems, and workforce governance to enable a high-performing, compliant, and sustainable workforce.

The role provides expert advice to the Executive and leadership team and ensures robust people management practices, strong workforce insights, and effective risk management across all employment matters.

This position provides leadership and oversight of three (3) direct reports, including the Payroll Officer and People & Culture Officers.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Providing strategic leadership that aligns workforce practices with organisational priorities to ensure a high-performing, compliant, and values-driven workplace.
- Modelling and embedding organisational values, fostering a culture of accountability, inclusion, and professional integrity across all people management practices.
- Ensuring compliance and governance across all workforce and payroll activities, including adherence to employment legislation, Enterprise Agreements, policies, regulatory standards and payroll processes, including timely delivery
- Maintaining high standards of professional and ethical conduct, including confidentiality, procedural fairness, and sound decision-making in all people and culture matters.
- Promoting equitable, inclusive, and fair employment practices, ensuring alignment with equal opportunity principles and organisational commitments to diversity.
- Ensuring effective implementation of organisational policies, systems, and processes, with a focus on continuous improvement, consistency, and compliance.
- Supporting a safe and healthy workplace, ensuring people management practices align with organisational health, safety, and wellbeing obligations.

KEY TASKS AND RESPONSIBILITIES

Industrial and Employee Relations

- Lead organisational industrial and employee relations strategy, ensuring alignment with EBAs, Awards, and legislation



- Provide expert advice to managers and Executive leaders on employment risk, compliance, and complex workforce matters
- Oversee and manage complex cases including misconduct, underperformance, grievances, and terminations
- Ensure high-quality, procedurally fair workplace investigations
- Support enterprise bargaining processes and engagement with external bodies including VHIA and Unions
- Build leadership capability in effective employee relations management

Performance Management and Workforce Capability

- Drive consistency and accountability in performance review processes
- Support managers and Executive with underperformance, conduct management, and early intervention processes
- Develop leadership capability in coaching, feedback, and people management
- Embed a culture of accountability, continuous improvement, and high performance

Workforce Reporting and Governance

- Establish and maintain workforce reporting frameworks and executive dashboards
- Provide timely insights on workforce metrics (e.g. turnover, absenteeism, vacancies, engagement)
- Ensure HRIS data integrity and workforce data accuracy
- Monitor and ensure compliance with employment legislation, EBAs, and organisational policies
- Oversee audit readiness, employment documentation, and record-keeping standards
- Manage workers compensation and return-to-work governance and reporting
- Identify workforce risks and provide mitigation strategies to Executive

HR Operations and Service Delivery

- Oversee delivery of end-to-end HR services across the employee lifecycle
- Lead recruitment and workforce planning processes
- Oversee payroll governance and accuracy (via payroll team)
- Ensure policies and procedures are current, compliant, and aligned to best practice
- Support organisational change initiatives with structured people impact planning
- Drive continuous improvement in HR systems, processes, and service delivery

Leadership and Culture

- Model organisational values and promote a positive, inclusive, and accountable workplace culture
- Foster strong collaboration with Executive and operational leaders
- Lead, develop, and support the People & Culture team to deliver high-quality services
- Contribute to strategic workforce planning aligned to organisational priorities

Key Selection Criteria

Essential:

1. Tertiary qualifications in human resources, business or related discipline.
2. Demonstrated experience in industrial and employee relations within a complex environment.
3. Demonstrated expertise in managing complex ER matters.
4. Strong analytical capability and experience in workforce reporting and HR metrics.
5. Proven ability to influence and partner with, and provide advice and support to senior leaders, Executive and the CEO.
6. Excellent communication, negotiation, and stakeholder engagement skills.
7. Demonstrated ability to lead and develop teams.
8. Advanced proficiency in Microsoft Office applications, with demonstrated experience using HR Information Systems and payroll systems.
9. A current driver's license.
10. A current Victorian Employee Working with Children Check (WVCC)
11. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable:

1. Current or previous experience with ReadyPay and/or ReadyWorkforce will be highly regarded.
2. Experience in community health or similar sector.
3. Understanding of enterprise bargaining processes.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Lead People & Culture strategy and service delivery, ensuring alignment with organisational priorities, compliance, and workforce performance outcomes
- Provide expert leadership in industrial and employee relations, including EBA interpretation and enterprise bargaining
- Drive consistent performance management, workforce capability, and continuous improvement of people systems and reporting.

- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Build strong, trusted relationships with Executive and leaders, providing clear and authoritative advice
- Communicate complex industrial and employee matters in a practical, solution-focused manner
- Foster a collaborative, accountable, and values-aligned culture, strengthening leadership capability
- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Demonstrate professionalism, sound judgement, and confidentiality in managing complex workforce matters
- Effectively prioritise and deliver outcomes in a dynamic and high-demand environment
- Maintain ongoing professional development in industrial relations, legislation, and contemporary HR practice

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Ensure workforce documentation, reporting, and data integrity meet high standards of accuracy and compliance
- Maintain compliance with employment legislation, Enterprise Agreements, and organisational policies
- Support workforce reporting, audit readiness, and continuous improvement in governance practices

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Apply contemporary knowledge of industrial relations, legislation, and workforce management practices
- Build organisational capability through developing leaders in performance and employee relations

- Identify and implement improvements in people systems, aligned with organisational strategy

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.