

People and Capability Manager

Position Description



Position Title:	People and Capability Manager
Position reports to:	Chief Executive Officer (CEO)
Award:	Sexual Assault Support Service Enterprise Agreement 2025
Classification:	Support Stream – Grade 5
Status:	Full-Time
Location:	Hobart (Coverage: statewide, with some travel required)

About SASS

The Sexual Assault Support Service (SASS) is a community-based support and counselling service for those who have been affected by sexual violence. SASS offers trauma-informed and evidence-based support, counselling and advocacy for adults, children, young people and families, including both victim-survivors and the people who support them. SASS also offers primary prevention education for schools, organisations, community groups and individuals.

SASS is committed to excellence and creating a psychologically safe space for staff and clients. We respect the different perspectives, approaches and lived experiences of our people and value diversity within our service. We recognise that each of us have a responsibility in creating a positive team environment and actively seek to support each other to provide the best possible service for all members of the SASS community.

SASS is a values-based organisation, and these values underpin the way we work:

- Client-focus
- Sincerity
- Collaboration
- Professionalism

As an employee of SASS, we will expect you and all staff to be committed to:

- Safeguarding children and young people. You will be required to adhere to the standards set out in our Safeguarding Children and Young People Policy with respect to keeping children and young people safe from any form of abuse.
- Maintaining a safe and healthy work environment by working safely and adhering to all relevant policies and procedures.
- Actively engaging with regular internal and/or external feedback/supervision and professional development

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- Always demonstrating professional workplace behaviours in accordance with SASS's Code of Conduct and consistently adhering to organisational policies, procedures, standards and practices.
- Contributing to feedback and continuous improvement practices both within your own work area along with broader SASS business.

About the Role

The People and Capability Manager supports SASS by delivering practical, values-aligned HR services across the employee lifecycle, taking responsibility for coordinating and strengthening SASS's workforce practices, people systems and employee lifecycle processes.

The role provides expert advice and support to the CEO and managers, manages SASS's HR operations and compliance, maintains workforce systems and records, and contributes to initiatives that strengthen staff capability, engagement, wellbeing and organisational culture.

Level of Responsibility

The People and Capability Manager will:

- Operate with a high level of professional independence, exercising judgement in complex and sensitive contexts, escalating where risks exceed delegated authority
- Maintain professional accountability for the quality, consistency and integrity of HR and IR advice, processes and practices across the organisation, including respectfully identifying where a requested approach may create legal, industrial, ethical or organisational risks.
- Work collaboratively with members of the Executive Team as professional peers, recognising their delegated authority and accountability for their respective portfolios and responding constructively to their workforce and people-related needs.
- Exercise professional judgement in balancing requests and competing priorities across the organisation, negotiating expectations and timeframes where required, and prioritising work according to organisational risk, operational need, strategic priorities and CEO direction.
- Lead workforce initiatives and manage priorities across multiple areas of responsibility.
- Adhere to all SASS policies and procedures, including the code of conduct

Duties and Responsibilities

Workforce and HR Operations

- Provide professional and timely advice to the CEO and managers in relation to HR and industrial relations matters, seeking external guidance on complex matters
- Notify the CEO when employee-related matters may result in a financial, industrial or reputational risk to SASS

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- Oversee and coordinate the employee lifecycle including recruitment, onboarding, development, performance management and employee exit
- Complete HR administrative work associated with the employee lifecycle
- Ensure compliance with employment legislation, the SASS EA and organisational policies
- Contribute to the design and implementation of SASS's People and Capability strategies.
- Collaborate with managers to develop and implement workforce attraction, development and retention strategies
- Oversee SASS's workers compensation and return to work processes

Information Systems and Technology

- Maintain and continually improve HR systems, records and processes
- Manage the employee data within ELMO HRIS and oversee future implementation of selected HR modules
- Ensure HR systems support consistent and compliant workforce practices
- Contribute to the responsible and ethical use of emerging technologies, including artificial intelligence, within workforce and organisational processes

Workforce Capability

- Coordinate workforce learning and development initiatives
- Coordinate and support managers with performance appraisal processes and workforce development needs.
- Support managers with resourcing strategies, staff movements and succession planning
- Maintain oversight of worker screening compliance requirements including training and certifications
- Contribute to organisational and team resourcing planning

Workplace Culture and Engagement

- Develop and support initiatives that strengthen organisational culture, staff engagement and wellbeing
- Coordinate staff engagement activities and feedback processes

Workforce Reporting

- Maintain workforce records and HR data systems
- Provide workforce information, advice and reports that support organisational decision making

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Stakeholder Relationships

- Develop and maintain positive and effective working relationships within SASS
- Ensure effective communication and collaboration with internal and external parties related to workforce matters
- Participate actively in organisational planning and governance conversations
- Participate in industry and specialist function forums to maintain contemporary practice within SASS and contribute to own professional development.

Additional Duties

- Perform other duties consistent with the role and classification as directed by the CEO.

Qualifications, Training and Experience

Essential

- Tertiary qualification in Human Resources
- 2+ years in a hands-on HR generalist or business partner role
- Knowledge of employment legislation, industrial awards and contemporary HR practices
- Experience supporting managers with employee and industrial relations matters
- Experience using HR information systems, ideally with a working knowledge of ELMO
- Strong emotional intelligence, interpersonal and communication skills
- Current Driver's Licence
- Current Working with Vulnerable People Check and National Police Check

Desirable

- Membership of a professional HR body such as AHRI
- Experience in the not-for-profit or community services sector
- Experience working in a trauma-informed way
- Experience supporting organisational change or workforce initiatives

Attributes and Behaviours

- Ethical and values-based practice
- Collaborative and respectful communication
- Strong professional judgement and integrity
- Commitment to trauma-informed and inclusive practice
- Ability to manage competing priorities
- Commitment to continuous improvement and learning

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Selection Criteria

1. Demonstrated experience as a HR Generalist or Business Partner, with the flexibility, capability and willingness to undertake hands-on HR administrative work through to broader strategic workforce initiatives.
2. Strong understanding of employment law and industrial relations, the ability to interpret Award/EA provisions and provide expert advice to achieve compliance, as well as an understanding of when to engage with external specialists.
3. Well-developed emotional intelligence, interpersonal and communication skills, with the ability to build effective working relationships and work collaboratively with others.
4. Experience supporting workforce learning and development, performance appraisal processes, staff engagement and wellbeing initiatives.
5. Ability to manage multiple and changing work priorities, exercise sound judgement and tact with sensitive workforce matters and provide timely, solutions-focused advice and support to the business.
6. Experience in using HR information systems and workforce data to support recruitment, workforce compliance, reporting or organisational decision-making. Working knowledge of ELMO would be an advantage.
7. The ability to lead, manage and implement change with positivity, professionalism and using trauma-informed practices.