

Position Description



Position Title	People and Culture Manager	Function	Operational	Date	January 2025
Position Reports To	Head of People, Culture and Community	Is this a New or Existing position?			New
Primary Function (Bullet point 3-4 key reasons why this role exists):	<p>The People, Culture & Wellbeing Manager is a generalist position responsible for delivering all operational and project-based people solutions to the nominated client group/s within the business.</p> <p>The primary functions of this role are to:</p> <ul style="list-style-type: none"> Develop line management capability across all people practices through guidance, support, coaching and training (as appropriate). Tactical and operational delivery (in partnership with line managers) of all key people activity including but not limited to recruitment, onboarding and induction, performance management, reward and recognition, learning & development, and culture and engagement planning Support the roll out and implementation of nominated project, program and initiatives outlined in the P&C Plan 	Key Relationships and Stakeholders	<p><u>Internal</u></p> <ul style="list-style-type: none"> Line Managers All employees - Indirectly <p><u>External</u></p> <ul style="list-style-type: none"> Third party providers 		
Section 1. Personal requirements to meet position objectives:			Section 2. Position Dimensions		
Bullet point Key Skills and Capabilities required to meet position objectives	<ul style="list-style-type: none"> A minimum of 5+ years' experience in a hands on, operational HR generalist role. Demonstrated ability to maintain a high degree of trust and confidentiality. Demonstrated ability to consult, collaborate with and advise internal stakeholders. Demonstrated ability to build and maintain strong business relationships with the internal stakeholders. A capacity for flexibility and adaptability – sufficient to adjust 	Influencing Skills	Level of communication	Internal Contacts	External Contacts
		Check the box that describes the nature of the position's dealings with internal and external contacts	Communicate information Influence others Persuade & negotiate	Y / N Y / N Y / N	Y / N Y / N Y / N

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	<p>approach and style to the needs of the client group.</p> <ul style="list-style-type: none"> • Ability to influence outcomes through others. • Advanced customer service and results orientation. • Proven organisational and planning skills, with a strong focus on effective time management. • Strong problem solving and process improvement capability. • A demonstrated positive and 'Can do' attitude and a resourceful approach. • Engaging presentation and facilitation skills. • Proven ability to remain focused with changing priorities and to work in a dynamic and fast paced environment. • Proven ability to interpret data and formulate appropriate action plans. 	<p>Position Impact to Lort Smith</p>	<p>Number of direct reports:</p>	<p style="text-align: center;">1</p>
<p>Bullet point key Work Experience and Qualifications required to meet position objectives</p>	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Degree qualification in Human Resources or related discipline • Current broad working knowledge of Australian Industrial Relations Legislation, HR Best Practice concepts 		<p>Number of indirect reports</p>	<p style="text-align: center;">0</p>
<p>Desirable but not essential</p>	<p>Highly Desirable</p> <ul style="list-style-type: none"> • An accredited coaching qualification • Change management experience and/or qualifications • A working understanding of the Health, Safety and Wellbeing framework and relevant legislative requirements 		<p>Annual \$ Value of Revenue this role is accountable for (if applicable)</p>	<p style="text-align: center;">NA</p>
			<p>Annual \$ Value of budget scope that this role is accountable for</p>	<p style="text-align: center;">NA</p>

Section 3: Key Responsibilities and Tasks

Key Responsibilities and Tasks	Measure	Weighting
<p>People Operational Support</p> <ul style="list-style-type: none"> • Acts as the primary point of contact for all people related matters. • Meets regularly with line managers to review, discuss, plan and address all people matters. • Proactively supports the consistent delivery of all people practices. • Provide advice and support with respect to the IR/ER environment including grievance and dispute resolution, counselling, mediation, legal interpretation and legislative compliance. <p>Culture Change Plans</p> <ul style="list-style-type: none"> • Support the development and delivery the organisation wide Culture Change program and plans. • Supports LMs in the development and ongoing implementation, review and adjustment of the team/functional Culture Change Plans – reviews effectiveness and reports progress on rolling basis. <p>Recruitment</p> <ul style="list-style-type: none"> • Contribute to the review and redevelopment of the Recruitment & Selection Process and continuously update as required. • Where required, in consultation with key stakeholders, manage nominated internal vacancies end to end within agreed timeframes. • Actively contributes to the recruitment reporting process. <p>Performance Management</p> <ul style="list-style-type: none"> • Contribute to the review and redevelopment of the Performance Planning and Review Process and continuously update as required. • Supports line managers in managing the performance of their employees including goal setting, ongoing performance feedback and having a differentiated plan in place for high performers and potentials. • Participates directly in all formal performance discussions and supports the completion of the associated Employee Discussion Records in accordance with organisational standards. • Actively contributes to the PM reporting process. • Participates in and contributes to the calibration and succession planning process for respective client groups – demonstrating detailed knowledge of where all employees within their client groups are placed from a performance and potential perspective. <p>Learning & Development</p> <ul style="list-style-type: none"> • Ensures tailored development plans are in place for all employees, and that LMs understand the process of and their role within the career development process. • Assists in identifying development opportunities and solutions (including technical learning requirements). <p>Employee Relations</p> <ul style="list-style-type: none"> • Provide advice and support with respect to the IR/ER environment including grievance and dispute resolution, counselling, mediation, legal interpretation and legislative compliance. <p>Projects</p> <ul style="list-style-type: none"> • Contribute to and assist in the development, delivery and implementation of P&C projects. 		

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Policies and Procedures

- Contribute to the review and development of the P&C Policies and Procedures.
- Manage the implementation of policies and procedures for the department in line with legislative and business requirements.
- Provide expert advice to develop awareness of human resource policies, promote compliance and facilitate best practice outcomes and mitigate risk.

Reporting

- Ensure the timely generation and analysis of reporting data.

Values & Behaviours

- Ensure own behaviour and that of others is in line with the Lort Smith Values and Behaviours.

Compliance

- Accountable for personal and team compliance with internal company policies, procedures and codes, for example, Code of Conduct, and all applicable external laws, regulations, standards and industry codes
- Integration of compliance requirements into business practices where appropriate.

Safety and Wellbeing

- Ensure own behaviour and that of others is in line with all safety requirements.

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Section 4: Short/Medium/Long Term Goals, with corresponding competencies

Short Term Goals 0 – 3 months	Measu re	Weight	Medium Term Goals 3 - 6 months	Mea	Weig	Long Term Goals 6 - 18 months	Mea	Weig
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