

Position Description

Position Title:	People & Culture Manager (PM2)	Business Unit:	Operations & HR
Classification:	(SCHADS Award) Level: 8	Reports to:	Director Operations & HR
SNAICC above award salary:	SNAICC Scale: PM2 8.1 - 8.4: Salary starts as \$120,000 commensurate with experience	No. Direct Reports:	1
Employment Type:	Fixed Term – 2 years	FTE:	0.8 (flexible)

Established in 1981, **SNAICC – National Voice for our Children** is the National Peak Body in Australia for Aboriginal and Torres Strait Islander children. SNAICC's vision is that Aboriginal and Torres Strait Islander children, young people and families are protected, our communities determine their own futures, and our cultural identity is valued.

We work to amplify the voice of community and the sector for the fulfilment of the rights of our children. SNAICC is governed by a Board of Directors: Aboriginal and Torres Strait Islander leaders from the early years, child safety, development and well- being sectors.

SNAICC plays a key role in the following areas:

- **Community and sector voice**: SNAICC engages with Aboriginal and Torres Strait Islander community and the sector to understand their needs and aspirations and give a strong voice to these perspectives. We also communicate back to and with community on key issues, programs and projects;
- **Research, policy and leadership**: SNAICC seeks to understand and share what works to drive better outcomes for Aboriginal and Torres Strait Islander children and families and translate this into policy and practice;
- **Sector development**: SNAICC works with and supports the sector to enhance the quality, access and sustainability of services.

Business unit	SNAICC's Operations and Human Resources unit delivers and manages the critical systems and services the organisation requires to achieve its vision. This includes human resources and operations planning and support. The business unit works closely with other SNAICC business units to deliver SNAICC's high-profile and strategic projects.
Position Summary:	The People & Culture Manager will lead and manage an effective human resources function to support management of the staff lifecycle; and contribute to broader business and strategic management as part of SNAICC's Leadership teams. This role will strengthen processes relating to recruitment & retention, employee engagement, connection, and wellbeing, learning & training, and general operations administration.

Position Characteristics:	Scope:	The People & Culture Manager reports directly to the Director, Operations & HR leading the development of people systems and processes that underpin the organisational Values. The People & Culture Manager will also provide guidance and specialised HR
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		<p>advice to SNAICC's leadership team assisting managers with day to day human resource issues.</p> <p>This position has a dotted reporting line to the CEO providing advice on individual and strategic people issues as they arise.</p>
	Significant internal/external relationships:	<ul style="list-style-type: none"> • CEO and managers across the organisation • Members of other SNAICC teams: Finance; Sector Development; THRYVE; Policy & Research; Connected Beginnings; Communications & Strategic Engagement; • Industry bodies such as Fair Work Commission • External HR and IR expertise as required • Recruitment agencies
	Special Conditions:	Aboriginal and Torres Strait Islander people are encouraged to apply
	Delegations:	In accordance with SNAICC's Board/CEO delegations and quality requirements, policies and procedures.

Key Responsibilities:	Relevant areas & levels within SNAICC Competency Framework.
<ul style="list-style-type: none"> • Work closely with management and employees to implement a holistic and sustainable people, culture, and safety strategy, reflecting SNAICC's values. • Implement and lead the development of strategies to improve HR operations, systems, reporting and metrics, policies, and procedures. • Deliver workforce planning initiatives for various areas including industrial relations, safety and wellbeing, attraction, retention, development, talent management, performance management, reward and recognition initiatives. • Provide leadership, guidance and advice to staff and managers, on a wide range of people issues to maximise the capability of all SNAICC staff. • Lead key projects focused on the engagement and retention of staff including: developing and maintaining a tracking mechanism for performance reviews and development plans; identify staff and management leadership training opportunities; oversee the development and implementation of the staff wellbeing strategy. • Where required measure and assess engagement and staff satisfaction to identify low engagement areas and assist with developing and implementing strategies to improve engagement. • Adhere to best practice relating to recruitment, selection, and onboarding, and strengthen formal induction processes. • Lead alignment and adherence with organisational governance policies, process and standards and external legal and regulatory requirements • Ensure legal compliance throughout the staff lifecycle (from contract of employment to termination processes). 	<p>Organisational Awareness & Professionalism</p> <p>1.3.1 Organisational Awareness</p> <p>1.4.2 Time management</p> <p>1.3.3 Ethics</p> <p>1.3.4 Taking Responsibility</p> <p>1.4.5 Problem solving</p> <p>3. Communication & Relationship Skills</p> <p>3.3.2 Written communication</p> <p>3.3.3 Verbal Communication</p> <p>3.4.5 Interpersonal skills</p> <p>4. Leadership & Teamwork</p> <p>4.3.1 United vision</p> <p>4.4.2 Strategic focus</p> <p>4.3.3 Team Dynamics</p> <p>4.4.4 Conflict management</p> <p>4.3.5 Diversity/different styles</p> <p>8. Program & Contract Management</p> <p>8.3.3 Monitors contracts ensuring that contractual obligations of both parties are met.</p> <p>8.3.5 Complaints Handling and Continuous Improvement</p>
<ul style="list-style-type: none"> • Strengthen SNAICC's HR Policies and Procedures and Risk Management processes. • Ensure all staff adhere to SNAICC values, code of conduct, policies and work-place practices. 	<p>9. Risk Management, Workplace Safety & Quality</p> <p>9.4.1 Strategy</p> <p>9.4.2 Quality</p> <p>9.4.3 Risk management</p>

<ul style="list-style-type: none"> ● Oversee Child Safe obligations and processes regarding Working with Children Checks. ● Manage the contract with Employee Assistance Program provider. 			9.4.4 Health Safety Wellbeing 9.4.5 Legislation & Compliance
<ul style="list-style-type: none"> ● Work closely with SNAICC's leadership team to manage the delivery of leadership and other technical training as required. ● Create a leadership development framework to maximise leadership capability and embed a coaching culture in support of delivering on strategy outcomes 			6. Service Delivery 6.1.4 Diversity
Common duties shared with other SNAICC staff <ul style="list-style-type: none"> ● Contribute to SNAICC internal planning processes including staff meetings, and review of SNAICC strategic and operational plans. ● Assist in the evaluation of projects, activities, and functions of SNAICC. 			1. Organisational Awareness and Professionalism 1.3.1 Organisational Awareness 1.3.2 Time Management 1.4.5 Problem solving
Selection Criteria	Knowledge and Experience	<ul style="list-style-type: none"> ● Relevant experience in professional Human Resources/People and Culture generalist roles in a service delivery workforce. ● Relevant experience in supporting change management and industrial relations strategies in a medium sized organisation (40-80 staff) ● Previous experience managing complex and multi-faceted service operations and service delivery programs. ● Proven capacity to operate both strategically and operationally with expertise in strategic development and execution across a range of People, Culture and Safety areas of work (including performance management, organisation development, policy development, employee relations) ● Excellent workplace skills including the ability to work as part of a team from diverse cultural backgrounds, to manage competing demands and to seek and offer support as appropriate. ● High-level communications skills, including demonstrated ability to lead internal communications, and communicate with confidence to staff and management on HR and industrial relations matters. ● A working knowledge of the legislative compliance framework within the Fair Work Act 2009. ● Exceptional planning, organisational and coordination skills combined with focus, persistence, and a positive outlook, to ensure work is completed and outputs are of the appropriate quality, accuracy and completeness. ● Highly developed emotional intelligence skills, with demonstrated ability to engage others, influence organisational culture, and provide strong direction. ● Broad knowledge and understanding of human rights and issues impacting upon Aboriginal and Torres Strait Islander children and families and commitment to the rights, needs and aspirations of Aboriginal and Torres Strait Islander children and families. <p>Desired</p> <ul style="list-style-type: none"> ● Previous experience in the not-for-profit sector ● Experience working in a matrix reporting environment ● Ability to set measurable objectives, planning well in advance and effectively managing timelines, resources, and costs to execute. 	

		<ul style="list-style-type: none">Well-developed interpersonal skills with the capacity to liaise effectively with a wide range of stakeholders, including in remote locations.Competence in the use of the latest computer software programs and is able to enter, modify and extract data accurately.	
	Qualifications	Relevant qualification in Human Resource / Business Management or related discipline.	
	Values	Cultural Safety	<ul style="list-style-type: none">Aboriginal ways of knowing, doing and being are our foundation and embedded in all aspects of our business activities. We expect cultural humility from those we work with.
		Collaboration & trust	<ul style="list-style-type: none">We value reciprocity and partnerships. We show curiosity rather than judgement and give people the benefit of the doubt.
		Respect and kindness	<ul style="list-style-type: none">We are all valued and valuable. We communicate with people holistically, recognising their humanity.
Accountability and integrity		<ul style="list-style-type: none">We do what we say we will. We accept individual and shared responsibility for our actions and outcomes.	
	Staff Wellbeing	We are committed to the wellbeing of our staff.	

Health, Safety & Wellbeing Requirements	<ul style="list-style-type: none">• Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors• Comply with SNAICC HSW policies and procedures to participate in the achievement of a safe working culture• Where appropriate, participate in workplace inspections, accident reporting and investigations, provide information, instruction and coaching	
Organisational Expectations	Compliance with organisational policy, procedures including code of conduct.	
Approvals:	CEO Name: Catherine Liddle Date: 10/04/2023	Director Operations & HR Name: Fran Whitty Date: 1/04/2023
Acknowledgement of Incumbent	I have read and understood the requirements of the position Name: <i>(please print)</i> Signature: Date:	
FURTHER INFORMATION AND CLOSING DATE: Applications will be accepted until midnight Sunday 30 April 2023. Applications must include: <ul style="list-style-type: none">• A cover letter (2 page maximum) outlining why you are applying for the position and what skills and experience you bring to the role as related to the selection criteria outlined above.• A resume with your skills, experience & qualifications, relevant to the People & Culture Manager role.• Names and contact details for two or more recent referees <p>The successful applicant will be required to have or obtain a current Working with Children Check and a National Police Check. Please email applications to recruitment@snaicc.org.au</p> <p>For specific questions about the role please contact: Fran Whitty, Director Operations & HR M: 0433 183 672</p> <p>For general information about SNAICC, visit the SNAICC website.</p>		