

Position Description

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| Position Title: | People and Culture Officer | Business Unit: | Office of the CEO |
| Classification: | (SCHADS Award) Level: 6 | Reports to: | Manager, People and Culture |
| SNAICC above award salary: | SNAICC Scale: 6.1 – 6.4: | No. Direct Reports: | 0 |
| Employment Type: | Fixed Term – 12 months | FTE: | 0.6 |

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.

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| Business unit | <p>SNAICC’s Office of the CEO oversees the efficient management of all CEO Office operations, administration, initiatives and encompasses the following key business areas:</p> <ul style="list-style-type: none"> • Strategic Engagement & Communications • Operations & Planning • Governance • People and Culture • Finance • Corporate Services (legal and compliance obligations) • Administration. |
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| Position Summary: | <p>The People and Culture Officer plays a key role in supporting the organisation to manage day to day HR and employee relations needs while also contributing to projects focused on process improvement, change management, strategy implementation and organisational development.</p> <p>This role is connected to our teams and our people, supporting engagement with people from recruitment, onboarding, induction and onwards throughout the entire employee lifecycle including performance, learning and development, wellbeing and engagement.</p> |
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| Position Characteristics: | Scope: | The People and Culture Officer will report directly to the Manager People and Culture. |
| | Significant internal/external relationships: | <ul style="list-style-type: none"> • Executive Leadership Team • Director and Managers • Industry bodies such as Fair Work Commission • External HR and IR expertise as required • Recruitment agencies • Members of other SNAICC teams: Sector Development; Community Partner; Early Years Support; Policy & Research; Office of the CEO |
| | 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. |
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| <p>People & Culture Strategy & Communication</p> <ul style="list-style-type: none"> • Work with Manager People and Culture to develop SNAICC people strategy and own the implementation of people and culture strategic plan. • Continuously improve and deliver on SNAICC talent recruitment and engagement strategy. • Support the implementation and coordination of Learning & Development activities. • Drive the use of People and Culture data to advise on strategic decisions and workforce plans, whilst keeping abreast of workforce changes. • Assist in the communication of and compliance with HR legislative/ statutory requirements, codes, standards, guidelines including WHS and workers’ compensation • Assist in the design and implementation of activities that support a compelling Employee Value Proposition, Wellbeing and Professional Development for our people | <p>Organisational Awareness & Professionalism</p> <p>1.2.1 Organisational Awareness 1.2.2 Time management 1.3.3 Ethics 1.2.4 Taking Responsibility 1.3.5 Problem solving</p> <p>4. Leadership & Teamwork</p> <p>4.2.1 United vision 4.2.2 Strategic focus 4.2.3 Team Dynamics 4.3.4 Conflict management 4.3.5 Diversity/different styles</p> <p>9. Risk Management, Workplace Safety & Quality</p> <p>9.3.1 Strategy 9.2.2 Quality</p> |

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| | 9.3.5 Legislation and compliance |
| <p>People & Culture Administration and Reporting</p> <ul style="list-style-type: none"> • Manage People & Culture activities including recruitment, performance management, professional development, HR policies and processes. • Track SNAICC staff professional development and identify opportunities for staff development. • Contribute to building and maintaining a strong culture and team environment. • Ensure compliance with internal policies and guidance including key People & Culture materials (e.g., org chart) are updated and available to staff. • Administer and develop expertise in our online training systems, HRIS and other related systems; assist SNAICC in better utilising and enhancing their functionality • Proactively identify and implement improvements to processes and practices with People & Culture service excellence at the forefront. • Provide appropriate advice and support to internal people leaders. • Coordinate activities associated with annual performance reviews. • Maintain staff metrics data being accountable for its integrity and in line with business priorities. | <p>3. Communication & Relationship Skills</p> <p>3.2.2 Written communication</p> <p>3.2.3 Verbal Communication</p> <p>3.3.5 Interpersonal skills</p> <p>5.Resources, Assets & Sustainability</p> <p>5.2.3 Procurement</p> <p>8. Program & Contract Management</p> <p>8.2.1 Program development</p> <p>8.2.2 Program management</p> <p>8.2.3 Contract Management</p> <p>8.2.5 Complaints Handling and Continuous Improvement</p> |
| <p>Recruitment and Onboarding</p> <ul style="list-style-type: none"> • Support the recruitment process including candidate management through active engagement with hiring manager and candidates. • Collect and compile new employee documentation to meet compliance requirements. • Work closely with Directors/Managers to improve SNAICC recruitment process. • Support the development of training materials and on-boarding programs for key operational systems and tools. • Maintain accurate records of all compliance requirements and pre-employment checks ensuring they are updated as required. | <p>6.Service Delivery</p> <p>6.2.3 Stakeholder outcomes</p> <p>6.2.4 Diversity</p> |
| <p>Safety and Wellbeing</p> <ul style="list-style-type: none"> • Take reasonable care to ensure no risk of harm to self and others in the workplace. This includes immediately reporting any incidents, near miss, hazards, and injuries. • Comply with relevant Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements & training. • Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety practices. • Identify and seek appropriate resources to support staff health and wellbeing. | <p>9. Risk Management, Workplace Safety & Quality</p> <p>9.2.3 Risk Management</p> <p>9.3.1 Health Safety Wellbeing</p> |

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| <ul style="list-style-type: none"> Actively support and demonstrate inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct. | | |
| <p>Quality and Compliance</p> <ul style="list-style-type: none"> Promote a culture of continuous improvement, collaboration and compliance through the provision of mentoring, training and other support. Contribute to internal quality assurance processes, including identifying, developing, implementing and evaluating quality improvement activities. Ensure adherence to organisational policies and procedure to deliver consistent quality support and service. Actively participate in internal and external audits with responsibility for compliance Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and responses. | | |
| <p>Common duties shared with other SNAICC staff</p> <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. Coordinate and/or participate in other committee, team and cross functional meetings and projects as required. | <p>1. Organisational Awareness and Professionalism</p> <p>1.2.1 Organisational Awareness 1.2.2 Time Management 1.2.5 Problem solving</p> | |
| <p>Selection Criteria</p> | <p>Knowledge and Experience</p> | <ul style="list-style-type: none"> 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. 5 years demonstrated experience in a generalist People and Culture role Demonstrated experience in managing and providing sound advice on performance issues, grievances, and other employee relations (ER) issues. Strong skills in the administration and application of HRIS, training and related HR systems Demonstrated experience coaching and building capability of people leaders with a high level of integrity, professionalism, motivation, and energy. Demonstrated skills, knowledge, and behaviour to work alongside people of all cultures, languages, capacities, sexual orientations, gender identities and Aboriginal and Torres Strait Islander people in a culturally respectful and inclusive way, or the capacity to develop these. Excellent writing skills, including ability to produce a range of different kinds of high-quality written materials and translate complex information into plain language and actions. Oral presentation skills, especially in distilling and conveying key messages to different audiences. |

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| | | <ul style="list-style-type: none"> Understanding and knowledge of Quality, WH&S and Equal Opportunity principles. | | | | | | | | | | |
| | Qualifications and requirements | <ul style="list-style-type: none"> Tertiary qualifications of relevance or equivalent experience Employee Working with Children Check (WWCC) Current police check (no older than 6 months) Current Driver's License | | | | | | | | | | |
| | Values | <table border="1"> <tr> <td>Cultural Safety</td> <td>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.</td> </tr> <tr> <td>Collaboration & trust</td> <td>We value reciprocity and partnerships. We show curiosity rather than judgement and give people the benefit of the doubt.</td> </tr> <tr> <td>Respect and kindness</td> <td>We are all valued and valuable. We communicate with people holistically, recognising their humanity.</td> </tr> <tr> <td>Accountability and integrity</td> <td>We do what we say we will. We accept individual and shared responsibility for our actions and outcomes.</td> </tr> <tr> <td>Staff Wellbeing</td> <td>We are committed to the wellbeing of our staff.</td> </tr> </table> | Cultural Safety | 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 | We value reciprocity and partnerships. We show curiosity rather than judgement and give people the benefit of the doubt. | Respect and kindness | We are all valued and valuable. We communicate with people holistically, recognising their humanity. | Accountability and integrity | 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. |
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| 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 WHS 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. |
| Acknowledgement of Incumbent | <p>I have read and understood the requirements of the position.</p> <p>Name: (please print)</p> <p>Signature:</p> <p>Date:</p> |