

## Position Description

<b>Position Title:</b>	People and Culture Advisor	<b>Business Unit:</b>	Office of the CEO
<b>Classification:</b>	Level: 7	<b>Reports to:</b>	Manager, People and Operations
<b>No. Direct Reports:</b>	0	<b>Employment Type:</b>	Fixed Term – 24 months
<b>FTE:</b>	1.0		

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.

<b>Business unit</b>	<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"> <li>• Strategic Engagement &amp; Communications</li> <li>• Operations &amp; Planning</li> <li>• Governance</li> <li>• People and Culture</li> <li>• Finance</li> <li>• Corporate Services (legal and compliance obligations)</li> <li>• Administration.</li> </ul>
<b>Position Summary:</b>	The People and Culture Advisor will act as the focal point for all people related matters for their assigned portfolio to provide specialist coaching, support and influence that enable their key stakeholders to effectively deliver SNAICC’s people strategy.

	<p>The incumbent will establish trusted relationships with managers and employees at all levels, providing advice on all operational and strategic People and Culture matters, whilst 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, engagement, People and Culture analytics and reporting.</p>
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<b>Position Characteristics:</b>	<b>Scope:</b>	The People and Culture Advisor will report directly to the Manager People and Operations.
	<b>Significant internal/external relationships:</b>	<ul style="list-style-type: none"> <li>• Executive Leadership Team</li> <li>• Director and Managers</li> <li>• Industry bodies such as Fair Work Commission</li> <li>• External HR and IR expertise as required</li> <li>• Recruitment agencies</li> <li>• Members of other SNAICC teams: Programs; Policy &amp; Research; Office of the CEO</li> </ul>
	<b>Special Conditions:</b>	Aboriginal and Torres Strait Islander people are encouraged to apply
	<b>Delegations:</b>	In accordance with SNAICC's Board/CEO delegations and quality requirements, policies and procedures.

<b>Key Responsibilities:</b>	<b>Relevant areas &amp; levels within SNAICC Competency Framework.</b>
<p><b>People &amp; Culture Strategy &amp; Communication</b></p> <ul style="list-style-type: none"> <li>• Work with Manager People and Operations to develop SNAICC people strategy and own the implementation of people and culture strategic plan.</li> <li>• Develop and maintain highly effective stakeholder relationships with portfolio people leaders, establishing a reputation for being a trusted People and Culture Advisor</li> <li>• Continuously improve and deliver on SNAICC talent recruitment and engagement strategy.</li> <li>• Support the implementation and coordination of Learning &amp; Development activities in relevant portfolios.</li> <li>• Drive the use of People and Culture data to advise on strategic decisions and workforce plans, whilst keeping abreast of workforce changes.</li> <li>• Assist in the communication of and compliance with HR legislative/ statutory requirements, codes, standards, guidelines including WHS and workers' compensation</li> <li>• Assist in the design and implementation of activities that support a compelling Employee Value Proposition, Wellbeing and Professional Development for our people.</li> </ul>	<p><b>Organisational Awareness &amp; Professionalism</b></p> <p>1.3.1 Organisational Awareness 1.3.2 Time management 1.3.3 Ethics 1.3.4 Taking Responsibility 1.3.5 Problem solving</p> <p><b>4. Leadership &amp; Teamwork</b></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><b>9. Risk Management, Workplace Safety &amp; Quality</b></p> <p>9.3.1 Strategy 9.3.2 Quality 9.3.5 Legislation and compliance</p>

<ul style="list-style-type: none"> <li>• Coach and support managers and employees in developing their leadership and management capabilities, in accordance with the SNAICC Capability Framework, including the development and delivery of people-management training.</li> <li>• Provide sound advice on all personnel issues related to the portfolio, ensuring alignment with SNAICC policies and procedures, applicable legislation and industry best practice.</li> </ul>	
<p><b>People &amp; Culture Administration and Reporting</b></p> <ul style="list-style-type: none"> <li>• Manage People &amp; Culture activities including recruitment, performance management, professional development, HR policies and processes in relevant portfolios.</li> <li>• Track SNAICC staff professional development and identify opportunities for staff development.</li> <li>• Contribute to building and maintaining a strong culture and team environment.</li> <li>• Ensure compliance with internal policies and guidance including key People &amp; Culture materials (e.g., org chart) are updated and available to staff.</li> <li>• Administer and develop expertise in our online training systems, HRIS and other related systems; assist SNAICC in better utilising and enhancing their functionality</li> <li>• Proactively identify and implement improvements to processes and practices with People &amp; Culture service excellence at the forefront.</li> <li>• Coordinate activities associated with annual performance reviews.</li> <li>• Maintain staff metrics data being accountable for its integrity and in line with business priorities.</li> </ul>	<p><b>3. Communication &amp; Relationship Skills</b>  3.2.2 Written communication  3.2.3 Verbal Communication  3.3.5 Interpersonal skills</p> <p><b>5.Resources, Assets &amp; Sustainability</b>  5.2.3 Procurement</p> <p><b>8. Program &amp; Contract Management</b>  8.2.1 Program development  8.2.2 Program management  8.2.3 Contract Management  8.2.5 Complaints Handling and Continuous Improvement</p>
<p><b>Recruitment, Onboarding and Offboarding processes</b></p> <ul style="list-style-type: none"> <li>• Drive the recruitment and selection process including candidate management through active engagement with hiring manager and candidates.</li> <li>• Collect and compile new employee documentation to meet compliance requirements.</li> <li>• Support the development of training materials and on-boarding programs for key operational systems and tools.</li> <li>• Oversee the onboarding process, supporting people leaders in effectively inducting and orienting new employees, as well as guiding the probationary review process.</li> <li>• Maintain accurate records of all compliance requirements and pre-employment checks ensuring they are updated as required.</li> <li>• Manage the offboarding process, including exit survey and exit interview data analysis, identifying continuous improvement opportunities and developing retention strategies to reduce workforce turnover.</li> </ul>	<p><b>6.Service Delivery</b>  6.3.3 Stakeholder outcomes  6.3.4 Diversity</p>
<p><b>Safety and Wellbeing</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>	<p><b>9. Risk Management, Workplace Safety &amp; Quality</b>  9.2.3 Risk Management  9.3.1 Health Safety Wellbeing</p>

<ul style="list-style-type: none"> <li>• Comply with relevant Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements &amp; training.</li> <li>• Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety practices.</li> <li>• Identify and seek appropriate resources to support staff health and wellbeing. Actively support and demonstrate inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct.</li> </ul> <p><b>Physical Inherent Requirements</b></p> <ul style="list-style-type: none"> <li>• Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions</li> <li>• Incorporates computer-based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 30 minutes</li> <li>• Sound upper limb joints, with the ability to withstand repetitive upper limb activity</li> <li>• May be required to occasionally lift and carry items weighing up to 10kgs</li> </ul>		
<p><b>Quality and Compliance</b></p> <ul style="list-style-type: none"> <li>• Promote a culture of continuous improvement, collaboration and compliance through the provision of mentoring, training and other support.</li> <li>• Contribute to internal quality assurance processes, including identifying, developing, implementing and evaluating quality improvement activities.</li> <li>• Ensure adherence to organisational policies and procedure to deliver consistent quality support and service.</li> <li>• Actively participate in internal and external audits with responsibility for compliance</li> <li>• Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and responses.</li> </ul>		
<p><b>Common duties shared with other SNAICC staff</b></p> <ul style="list-style-type: none"> <li>• Contribute to SNAICC internal planning processes including staff meetings, and review of SNAICC strategic and operational plans.</li> <li>• Assist in the evaluation of projects, activities, and functions of SNAICC.</li> <li>• Coordinate and/or participate in other committee, team and cross functional meetings and projects as required.</li> </ul>	<p><b>1. Organisational Awareness and Professionalism</b>  1.2.1 Organisational Awareness  1.2.2 Time Management  1.2.5 Problem solving</p>	
<p><b>Selection Criteria</b></p>	<p><b>Knowledge and Experience</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 5 years demonstrated experience in a generalist People and Culture role.</li> <li>• Demonstrated experience in managing and providing sound advice on performance issues, grievances, and other employee relations (ER) issues.</li> </ul>

		<ul style="list-style-type: none"> <li>• Strong skills in the administration and application of HRIS, training and related HR systems</li> <li>• Demonstrated experience coaching and building capability of people leaders with a high level of integrity, professionalism, motivation, and energy.</li> <li>• 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.</li> <li>• 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.</li> <li>• Oral presentation skills, especially in distilling and conveying key messages to different audiences.</li> <li>• Understanding and knowledge of Quality, WH&amp;S and Equal Opportunity principles.</li> </ul>										
	<b>Qualifications and requirements</b>	<ul style="list-style-type: none"> <li>• Tertiary qualifications of relevance or equivalent experience</li> <li>• Employee Working with Children Check (WWCC)</li> <li>• Current police check (no older than 6 months)</li> <li>• Current Driver's License</li> </ul>										
	<b>Values</b>	<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 &amp; 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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<b>Health, Safety &amp; Wellbeing Requirements</b>	<ul style="list-style-type: none"> <li>• Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors</li> <li>• Comply with SNAICC WHS policies and procedures to participate in the achievement of a safe working culture</li> <li>• Where appropriate, participate in workplace inspections, accident reporting and investigations, provide information, instruction and coaching</li> </ul>
<b>Organisational Expectations</b>	Compliance with organisational policy, procedures including code of conduct.
<b>Acknowledgement of Incumbent</b>	<p>I have read and understood the requirements of the position.</p> <p><b>Name: (please print)</b></p>

	<b>Signature:</b>  <b>Date:</b>
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