

*Stay Well, Get Well, Manage Well*

**POSITION DESCRIPTION**  
**SENIOR PEOPLE & CULTURE CONSULTANT**

<b>Key Criteria</b>	
<i>Position Summary</i>	<p>The Senior People and Culture Consultant is to partner with business unit leaders and executive to provide support across the employee lifecycle and transformation initiatives and projects.</p> <p>You will support a team across the Tasmanian Region and will be instrumental in initiating and driving P&amp;C programs and initiatives with a focus on business improvement while supporting activities at the operational level and providing business focussed, strategic and operational advice and services to business leaders in line with our objectives.</p>
<i>Essential (Selection Criteria)</i>	<ul style="list-style-type: none"> <li>• Minimum of 5 years of experience resolving complex employee relations issues.</li> <li>• Human resource management experience</li> <li>• Tertiary qualification in Human Resources or a relevant discipline</li> <li>• Demonstrated experience in the management of a broad range of industrial relations matters</li> <li>• Experience implementing change and/or initiatives</li> <li>• Advanced interpersonal skills and the ability to provide excellent stakeholder support</li> <li>• Computer literacy with proficient use of Microsoft office software applications</li> <li>• Excellent verbal and written communication, interpersonal and customer service skills</li> <li>• Highly developed planning and organising skills, time management with proven ability to meet deadlines, and attention to detail</li> <li>• Ability to comprehend, interpret, and apply the appropriate sections of applicable laws, guidelines, regulations, standards, and policies</li> <li>• Ability to acquire a thorough understanding of the organisation's hierarchy, jobs, qualifications, compensation practices, and the administrative practices related to those factors.</li> <li>• Strong analytical and problem-solving skills</li> </ul>
<i>Qualifications</i>	<ul style="list-style-type: none"> <li>• Tertiary qualification in human resource management or related field</li> <li>• Minimally 5-7 years of experience in human resource management with exposure in banking, finance or health insurance industry</li> <li>• Conversant with human resource practices and knowledge of the Fair Work Act and statutory requirements in relations to employment.</li> <li>• Resourceful, strong analytical skills and able to think operationally and strategically</li> </ul>

<i>Preferred</i>	<ul style="list-style-type: none"> <li>Advanced skills in administration with high attention to detail;</li> <li>Experience in WHS reporting and demonstrates responsibility to adhere to Privacy and Confidentiality policies of the organisation.</li> </ul>					
<i>Employment Conditions</i>	Permanent Full Time					
<i>Working location</i>	Based in Launceston with inter/intrastate travel as required					
<i>Reports to</i>	General Manager People and Culture					
<i>Professional Development</i>	Demonstrate ongoing commitment to participation in professional development as per company policy and procedure. Be receptive to feedback and apply reflective practice to improve professional development.					
<i>Living the Values</i>	<table border="1"> <tr> <td><b>Stewardship</b> <i>Taking care of the future</i></td> <td><b>Respect</b> <i>Respect the individual</i></td> <td><b>Experience</b> <i>Value the engagement</i></td> <td><b>Innovation</b> <i>Dare to disrupt</i></td> <td><b>Integrity</b> <i>Do right, be real and be brave</i></td> </tr> </table>	<b>Stewardship</b> <i>Taking care of the future</i>	<b>Respect</b> <i>Respect the individual</i>	<b>Experience</b> <i>Value the engagement</i>	<b>Innovation</b> <i>Dare to disrupt</i>	<b>Integrity</b> <i>Do right, be real and be brave</i>
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## 2 Key Responsibilities

Capability Level 3

<i>People &amp; Culture resource management</i>	2.1	Manage relationship with business units people leaders to represent P&C on internal and external P&C matters as required, ie strategic partners, coach, change agent and employee advocate providing leadership on all P&C matters.
	2.2	Apply in-depth knowledge of P&C programs & processes and legal/statutory requirement to day-to-day management of employees, resolve employee relations and operations issues including interpretation of policies and guidelines.
	2.3	Develop an understanding of operational and people related measurements that are relevant to the company and analyse P&C trends to anticipate and drive short and long-term performance to support the business to perform well and meet legal requirements.
	2.4	Evaluate People and Culture program effectiveness based on set KPIs and ROI.
	2.5	Ensure staff disciplinary and grievances are dealt with and handled appropriately and in accordance with STL policies, procedures and regulatory requirements.
	2.6	Manage human resource documentation (organisational charts, employee handbooks and directories, employee records, files and information)
	2.7	Manage P&C compliance to local and federal laws and regulations and advise the organisation on material employment matters.
	2.8	Guide managers on performance management system (coaching, counselling, career development, and the performance improvement process with non-performing employees), advise.
	2.9	Provide guidance for line managers in the discipline of grievance handling and investigations processes.
	2.10	Provide support to the WHS and safety programs

<i>Employee Engagement</i>	2.11 Measure the outcomes of the Culture performance through regular pulse and overall staff satisfaction surveys and wellbeing programs, delivering on actions and outcomes to improve the culture.
	2.12 Partner with business unit line managers and employees to foster positive work relationships to improve morale, to increase productivity and retention and maintain a high level of maturity and awareness of the company's values and mission statement.
<i>Strategy and workforce planning</i>	2.13 Work closely with the Capability Manager to design and implement initiatives and drive conversations with respective stakeholders (Business Unit Heads and Executives) on reskilling, upskilling and job redesign to assist in workforce planning strategy and annual plan development.
	2.14 Contribute to annual planning process and provide direction to the P&C team based on the overall strategic direction and operational objectives of the organisation and provide periodic reports for management, as necessary (statutory required) or requested, to track strategic goal accomplishment.
	2.15 Partner with the Change Manager and be the change agent to drive organisational development initiatives and activities.
<i>Recruitment, onboarding, capability assessments and succession planning</i>	2.16 Provide guidance and support to business unit managers to conduct end to end recruitment and selection of new employees and work closely with the Learning & Development team to provide effective human resource onboarding and induction processes.
	2.17 Develop and implement Succession Planning Policy and procedures and support senior leadership team in developing succession plans for identified successors.
	2.18 Support the Capability Manager to effectively deliver training.
<i>Relationship management</i>	2.19 As determined by any SLA between SLH and another organisation, this role will provide human resource advisory services in line with the key responsibilities and tasks of the role of P&C Manager.
	2.20 Manage relationships with Senior Leadership Team, CEO, Board and other networks as appropriate.

<b>3 Key Result Areas</b>		<i>Capability Level 3</i>
<i>People &amp; Culture resource management</i>	Oversees and manages all aspects of P&C matters and activities, supporting and advising senior leadership and the P&C team by having a solid understanding of workforce trends that ultimately supports the performance of the workforce to meet business needs and aligns with the strategy.	
<i>Employer Engagement</i>	Demonstrates inclusive and respectful leadership to all stakeholders, effectively engaging with management and employees to drive and create a positive culture. Uses feedback from staff surveys and uses analysis to support business decisions on activities to support our workforce.	

<p><i>Strategy and workforce planning</i></p>	<p>Demonstrates high levels of capability to drive change across a broad range of organisational initiatives and activities, providing sound ER advice, coaching, mentoring and support to employees and managers. Contributes to the changing model of workforce initiatives to drive business capability improvement, overall effectiveness and supports leaders to embrace new people development initiatives.</p>
<p><i>Recruitment, onboarding, capability assessments and succession planning</i></p>	<p>Provides support, coaching, supporting and mentoring to increase capability in recruiting managers in the process of recruitment, selection and onboarding of new employees. Works effectively with the Capability team to employ the right fit people with the right skills, knowledge, experience and capability.</p>
<p><i>Relationship management</i></p>	<p>Has a consistent and mature approach to building strong and respectful relationships with the P&amp;C team, employees, leadership team, external providers and partnerships and takes a collaborative approach to provide P&amp;C services to business units across the company and in Service Level Agreements.</p>