



HR Operations Team Leader

Position Description

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| Position Title | HR Operations Team Leader |
| Responsible Council | State Council |
| Reports To | Manager, HR Operations, Recruitment and Payroll |
| Direct Reports | HR Assistants |
| Base Location | State Support Office, Lewisham |
| Primary objectives | The HR Operations Team Leader role is to supervise and coordinate the work of the HR Assistants, and to develop tools and templates and improve processes with the support of the Manager, HR Operations, Recruitment and Payroll. |

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Departmental Overview

The newly formed People & Culture Division supports the 4,000 members, 15,000 volunteers and 2,000 employees of the Society in NSW in the areas of Organisational Development, HR Partners, WHS and Industrial Relations, Recruitment, HR Operations and Payroll, Conference and Member Support and Policies, Child Safe and Complaint Handling, and promotes best practice and empowers our people to live the Society's Mission and Vision through their work.

Duties and Responsibilities

The HR Operations Team Leader role is to manage and lead the HR Assistants in providing operational HR support including employment lifecycle documentation and record keeping for all workers, and to develop tools and templates and improve HR Operations processes.

Team management

- Coordinate and support the workload of the HR Assistants, including contracts, variation letters, other standard letters or documentation, maintaining personnel files, background checks, org charts etc.
- Coordinate the workloads of the HR Assistants to provide timely and quality HR Operations services to the Society. Monitor workloads and distribute work and tasks to support manageable workloads as well as quality and prompt service to the client groups.
- Actively support the development of the HR Assistants through training and allocation of work or projects. Identify individual areas of interest and skill and align project, task and learning opportunities to support their development.
- Mentor and coach the HR Assistants to build their knowledge and skills.
- Work with the People & Culture team and coordinate the HR Assistants to ensure the Society effectively and consistently manages recruitment, on-boarding, induction, contract changes, termination and exits
- Work with and guide the HR Assistants to develop, implement and improve processes and record-keeping for employees and volunteers to create consistency, efficiency and best practice.
- Ensure the HR Assistants provide accurate and updated information to the Payroll team, and liaise with the Payroll team concerning matters that impact on pay for employees and to support effective record keeping in Preceda.
- Provide regular feedback and guidance and manage performance and development planning for the HR Assistants.
- Communicate effectively with team members on performance issues/concerns and support strategies to improve outcomes.
- Approve leave and work with the HR Operations, Recruitment & Payroll Manager to plan adequate coverage to support ongoing service delivery across HR Operations, Recruitment and Payroll.

HR Operations

- Review and approve contracts of employment and employment letters for all services/areas, in accordance with templates, approved wording and relevant employment legislation.
- Consider award/agreement coverage, policies, internal practices, and other legal issues. Identify requests that are not in consistent or create a risk and escalate to the HR Operations, Recruitment and Payroll Manager and/or to HR Partners to address.
- Listen to feedback from the team and stakeholders to improve processes and service delivery.
- Research and respond to requests for new clauses or letter types, including drafting clauses or templates for approval by the Manager, HR Operations Recruitment & Payroll.
- Build and maintain strategic relationships by liaising, consulting and negotiating with internal and external stakeholders to identify key HR issues and provide effective services
- Provide HR advice and support about HR processes and policy to stakeholders.
- Ensure that the operations and procedures for the recruitment, selection and contract changes of staff are compliant with relevant workplace legislation.
- Participate and represent in internal forums regarding HR Operations, and in external forums to maintain currency concerning HR Operations.

- Draft and recommend new or updated template documents or forms for approval by the Manager HR Operations, Recruitment & Payroll.
- Build and maintain a directory of standardised template documents, correspondences and reports for the use of the HR Operations and HR Partner teams.
- Draft, review and provide feedback and recommendations to the HR Operations, Recruitment and Payroll Manager regarding HR procedural documentation including templates, checklists and guidelines to assist HR staff and managers in the recruitment, selection, on-boarding, induction and management of staff ensuring compliance with current Fair Work and Australian employment law standards.
- Participate in job evaluation panels and coordinate the job evaluation process and maintain records of all evaluations.
- Provide basic reporting on HR Operations activities, including contracts and variation letters produced, recruitment activity and job evaluations.
- Identify and recommend continuous improvement to HR processes to improve efficiency, compliance and quality of services provided by HR Operations
- Build and maintain professional relationships with external and internal stakeholders to provide effective HR services to the organisation.
- Contribute to organisational change initiatives to embed the vision and values of the Society.
- Manage HR Operations projects as required and actively support change initiatives.
- Monitor Award and Fair Work increases and work with Payroll to ensure Payrates are updated, published on the vintranet and communicated to stakeholders.
- Publish approved templates and tools to the Vintranet or HR shared drives.
- Process any sponsored Visas and ensure that VEVO checking requirements are met by the team.

Essential Criteria

- Tertiary qualifications in Human Resources, Industrial Relations, or Organisational Development or equivalent and extensive experience across a broad range of human resources disciplines.
- Demonstrated ability to develop, review and implement procedures and strategies.
- Strong communication and writing skills and the ability to adapt communications and correspondence to reflect the culture and audience.
- Ability to work with managers and staff at all levels of the Society, and impart HR information to stakeholders.
- Strong practical knowledge of Australian employment legislation, the application of awards/agreements and contract laws and practices.
- Strong working knowledge of HR processes and best practice.
- Developed leadership skills including coaching and mentoring others.
- Demonstrated ability to develop and implement practical solutions which meet organisational requirements.
- Great organisational skills and the ability to manage competing priorities.
- Strong attention to detail, administrative and Microsoft Office skills

Desirable Criteria

- Management experience with an ability to coach and develop staff.
- Experience managing or coordinating projects.
- Knowledge of the Social, Community, Homecare and Disability Services (SCHCADS) Award