



## POSITION DESCRIPTION

<b>Position Title:</b>	HR Manager
<b>Location:</b>	Box Hill
<b>Reporting to:</b>	General Manager Human Resources
<b>Direct Reports:</b>	People Engagement Officers

### ORGANISATIONAL CONTEXT

#### Our Vision

The Society aspires to be recognised as a caring Catholic charity offering ‘a hand up’ to people in need. We do this by respecting their dignity, sharing our hope and encouraging them to take control of their own destiny.

#### Our Mission

The St Vincent de Paul Society (the Society) is a lay Catholic organisation that aspires to live the gospel message by serving Christ in the poor with love, respect, justice, hope and joy, and by working to shape a more just and compassionate society.

#### Our Values

- Commitment: Loyalty in service to our mission, vision and values
- Compassion: Welcoming and serving all with understanding and without judgement
- Respect: Service to all regardless of creed, ethnic or social background, health, gender, or political opinions
- Integrity: Promoting, maintaining and adhering to our mission, vision and values
- Empathy: Establishing relationships based on respect, trust, friendship and perception
- Advocacy: Working to transform the causes of poverty and challenging the causes of human injustice
- Courage: Encouraging spiritual growth, welcoming innovation and giving hope for the future

#### Our Services

The St Vincent de Paul Society’s members and volunteers provide practical support, advocacy and friendship to the most vulnerable in our community.

Key services include home visitation; youth programs; soup vans; assistance for asylum seekers and refugees; Compeer programs for people experiencing mental illness; education and tutoring; overseas development programs and a range of accommodation and social services through the VincentCare Victoria network.

Volunteer service is the backbone of the St Vincent de Paul Society. The Society is made up of dedicated ‘members’; all who volunteer their time to undertake a range of community support activities at a local level (‘conference’), semi-regional level (‘regional’), regional level (‘central’), and state level (‘state’). There are also a number of volunteers who form part of collaborative state and national committees, special works and also service the Vinnies Shops.

The St Vincent de Paul Society in Victoria has more than 3,458 members and 8,660 other volunteers. In Australia, there are 19,950 members and 38,025 volunteers. Internationally, the Society operates in 150 countries and has over 800,000 members and volunteers.



**PURPOSE OF ROLE**

Maintains and enhances the organization's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices.

Working within a highly complex organisational environment and recognising that who we bring into the organisation has a significant impact on the success of the Society, the position ensures the ongoing development, legal compliance, coordination, monitoring and maintenance of the Society's Recruitment and Compliance Check Processes and Systems.

The People Engagement Manager will promote and drive an innovative recruitment process and system and ensure the ongoing development of people managers throughout all our Victorian facilities in this area. The People Engagement Manager will provide leadership as well as carry a recruitment workload.

Support members and volunteers to be effective in their responses to the most disadvantaged in our communities.

**KEY ACCOUNTABILITIES**

Key Accountability	Deliverables
<b>Contribute to the organisational culture</b>	<ul style="list-style-type: none"> <li>• Demonstrate understanding and empathy with the mission and ethos of the St Vincent de Paul Society and ensure the Society's values are incorporated into all aspects of the performance of the role</li> <li>• Respect the Catholic values inherent within the Mission of the organisation and the expression of spirituality and reflective practice in the workplace</li> <li>• Positively contribute to and influence organisational culture</li> <li>• Actively participate in activities that develop your personal and professional skills, knowledge and experience</li> <li>• Regularly attend and actively participate in all team / divisional and organisational meetings</li> <li>• Contribute to developing a culture of continuous improvement and respond positively to change</li> </ul>
<b>Lead, manage and motivate team to achieve their objectives</b>	<ul style="list-style-type: none"> <li>• The General Manager HR is satisfied that the HR Operations Manager has effectively lead, managed and motivated the team to meet their objectives and deliver an exceptional service to internal and external users</li> <li>• Build a cohesive and engaged team and foster a culture with our mission at its centre</li> <li>• Develop clear KPIs for all team members and actively implement the Society's performance management processes</li> <li>• Communicate effectively with your team through regular team and individual meetings</li> <li>• Lead the team in the practice of continuous improvement</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>• Engage with your staff and volunteers to identify and work through the resolution of hazards and incidents</li> <li>• Investigate safety incidents and close off related actions in the required timeframes; engage HR for support where required</li> <li>• Conduct workplace inspections quarterly of all buildings under your management and close actions in the required timeframes</li> <li>• Ensure your teams understand and are accountable for risk management with their work</li> </ul>



<p><b>HR Operations, Planning and Administration</b></p>	<ul style="list-style-type: none"> <li>• Provide timely and accurate advice on HR operations activities, policies, practices, conditions of employment, entitlements and related issues to managers and staff</li> <li>• Resource planning to ensure the organisational structure is fit for purpose and the jobs contained within the structure are well designed</li> <li>• Maintain and strengthen HR documentation including letters of offer, contracts, induction documents, policies &amp; procedures, templates and organisation charts</li> <li>• Develop regular reports and metrics to inform organisational performance and decisions</li> <li>• Coordinate and/or attend a range of organisation wide meetings, forums and events</li> <li>• Ensure that all activity is ethical and compliant with legislation, regulation and organisational policies and procedures</li> <li>• The General Manager HR is satisfied that the organisation is compliant for all workforce compliance checks</li> <li>• Efficient systems and strategies are developed, monitored and maintained to ensure compliance at all times</li> </ul>
<p><b>Deliver Recruitment and Workforce Planning services to organisation</b></p>	<ul style="list-style-type: none"> <li>• Feedback from internal clients reflects that the HR Manager has led the delivery of Recruitment services, including selection, PDs, advertising, shortlisting, interview and induction, with a strong customer service focus and the team is considered a valued service provider across the organisation.</li> <li>• The HR Manager will have reviewed, refreshed and improved policies and procedures to enhance recruitment and compliance processes throughout the organisation. The General Manager HR will be satisfied that a higher degree of consistency and quality of outcome has been achieved for the recruitment of the paid and unpaid workforce.</li> <li>• Thorough research and data analysis will have been conducted to inform an attraction strategy aimed at engaging the best people in all roles.</li> <li>• The People Engagement Manager will have reviewed current workforce resources and lead the HR Operations team to partner with management to plan workforce utilisation effectively (workforce design, etc.).</li> <li>• A reduction in repeated recruitment will have been achieved allowing more focus to be placed on the strategic components of the role.</li> <li>• Supervise the separation of exiting staff including conducting exit interviews, separation checklist, closure of personnel files and un-enrolment from SVDP systems</li> <li>• Feedback from internal clients reflects that the People Engagement Manager developed effective on-boarding and orientation processes and that the team assisted with the on-boarding and orientation process in a timely and professional manner with a strong customer service focus.</li> </ul>
<p><b>Employee Relations</b></p>	<ul style="list-style-type: none"> <li>• The General Manager HR is satisfied that the HR Operations Manager has effectively lead a service that advised, guided and supported managers with all matters relating to employee relations issues such as: disciplinary, performance management, employment tribunals, grievance and absence management</li> <li>• The HR Operations Manager has ensured the team has outworked effective case management of all people related issues</li> <li>• Feedback from internal customers is that they received accurate and timely advice and support.</li> </ul>



<p><b>Performance, Recognition and Remuneration</b></p>	<ul style="list-style-type: none"> <li>• Feedback from internal clients reflects that the HR Operations Manager has established strong frameworks for Performance, Recognition and remuneration with a strong customer service focus and is considered a valued service provider across the organisation.</li> <li>• The HR Advisor will have assisted managers to craft performance indicators and provided guidance on how to measure them and have conversations about them. The General Manager HR will be satisfied that a higher degree of consistency and quality of performance management has been achieved for the paid workforce.</li> <li>• The HR Operations Manager has assisted with the development, monitoring and management of informal and formal Recognition programs for the broader workforce.</li> <li>• Design and manage a sustainable total reward strategy for the organisation that supports the attraction and retention of staff</li> <li>• Maintain SVDP's salary system against existing benchmark framework</li> </ul>
<p><b>Satisfaction and Feedback</b></p>	<ul style="list-style-type: none"> <li>• Systems and Strategies for obtaining satisfaction and general feedback from the broader workforce are developed, monitored and maintained to ensure quality of feedback and informed action planning by management.</li> <li>• The HR Operations Manager has implemented effective systems for monitoring trends in employment practices (through on-boarding, exit and satisfaction surveys and other measures) and advised on appropriate proactive action</li> </ul>
<p><b>Coaching, mentoring and increasing capability</b></p>	<ul style="list-style-type: none"> <li>• The HR Operations Manager has developed relationships across the organisation and has engaged with managers to understand their needs. Feedback to the General Manager HR indicates positive working relationships have been developed and broad support for recruitment, workforce planning and compliance initiatives have been achieved.</li> <li>• The HR Operations Manager has taken an active leadership role providing coaching, mentoring and support to other HR staff to build their capability in recruitment and workforce planning. In addition, managers across the organisation feel well supported by the HR Operations team and have increased their capability through advice, guidance and training provided by the HR Operations Manager</li> </ul>

**POSITION CONTACTS**

Most Frequent Contacts	Internal/ External	Nature or Purpose of Contact
General Manager HR	Internal	<ul style="list-style-type: none"> <li>• Direct reporting</li> </ul>
HR Operations Team	Internal	<ul style="list-style-type: none"> <li>• Leadership, management, monitoring and motivation</li> </ul>



Broader HR Team (L&D and WHS)	Internal	<ul style="list-style-type: none"> <li>Team members - Networking, effective partnering and capacity building</li> </ul>
Senior Executive Group	Internal	<ul style="list-style-type: none"> <li>Networking, effective partnering and capacity building</li> </ul>
Central Council Presidents	Internal	<ul style="list-style-type: none"> <li>Networking, effective partnering and capacity building</li> </ul>
Managers	Internal	<ul style="list-style-type: none"> <li>Networking, effective partnering and capacity building</li> </ul>
Members, Volunteers and Employees	Internal	<ul style="list-style-type: none"> <li>Support, resourcing, networking, effective partnering and capacity building</li> </ul>
Like-minded organisations	External	<ul style="list-style-type: none"> <li>Networking, effective partnering and capacity building</li> </ul>

## DELEGATIONS OF AUTHORITY

You will be required to work within the delegations of authority policy.

## KEY PERFORMANCE INDICATORS

These will be developed by the Manager in consultation with the incumbent and will regularly be reviewed.

## KEY REQUIREMENTS

### Qualifications

- Tertiary HR Qualification

### Skills

- Strong time management skills, including ability to meet deadlines
- Project management
- Outstanding written and verbal communication skills
- An ability to resolve conflict and disputes
- Exceptional skills in forging internal and external relationships
- Strong analytical & reporting capabilities
- Innovative & practical in problem solving
- Strong attention to detail
- Effective judgement & decision making
- Ability to work well under pressure



### **Knowledge / Experience**

- Extensive knowledge of employment legislation
- Demonstrated experience in managing HR operations across multiple work sites
- Proven experience in continuous improvement of HR function and workforce planning
- Strong experience with technology and databases and HRM reporting, data management and analysis
- Experience leading and engaging people (a team) to achieve objectives
- Experience coaching and developing managers
- Demonstrated experience working autonomously, whilst part of a larger team environment.

### **Attributes**

- Passion for general human resources
- Behaves in an ethical and professional manner at all times
- Strong customer service orientation
- Leadership, courage and resilience
- Outcomes driven
- Willingness to travel throughout Victoria as required
- Willingness to vary normal working hours from time to time
- Awareness of, and ability to work within, the ethos of the Society

THE LIST OF RESPONSIBILITIES HEREIN IS NOT INTENDED TO BE ALL-INCLUSIVE, AND MAY INCLUDE ADDITIONAL RESPONSIBILITIES AS REQUIRED AND ASSIGNED. IT MAY BECOME NECESSARY TO MODIFY/CHANGE THESE POSITION RESPONSIBILITIES FROM TIME TO TIME.