**Position Description**

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| **POSITION TITLE:** | | **HUMAN RESOURCES MANAGER** | | |
| **AWARD:** | |  | | |
| **STATUS** **(Ongoing)** | * Full-time | * Part-time | * Casual |
| **STATUS (Temp)** | * Full-time | * Part-time | Dates (from/to): |
| **HOURS** | * Full-time | * Part-time | Part-time hours per week are: \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **DATE PREPARED:** | |  | | |
| **CURRENT INCUMBENT:** | |  | | |
| **DEPARTMENT/LOCATION** | |  | |
| **REPORTS TO:** | |  | |
| **OTHER POSITIONS THAT REPORT TO THIS POSITION:** | |  | |

**POSITION OBJECTIVE**

Operational delivery of Human Resources (HR) services to [TAFE]:

* Working with managers and team members to identify, develop and implement solutions across a range of HR functions including, workforce planning, managing for performance, industrial relations, organisational restructuring, employee relations, and staff development.
* As required, in partnership with the [TAFE] managers develop and implement key change management strategies and services to improve team and business performance.
* Working with all stakeholders to develop a positive organisational culture, aligned to [TAFE] values and which fosters accountability, innovation and continuous improvement.
* Be a key driver and leader in ensuring the effective development and implementation of HR strategies, policies and processes; and the specific HR strategies required to build workforce capability.
* Provide leadership and advice across all areas of human resource strategy, policy and processes.

To provide OH&S leadership by:

* Ensuring [TAFE] has in place the systems and processes that will create and maintain a safe workplace.
* [TAFE] meets all legal obligations and actively support OH&S.

Manage employee injury cases (workers compensation).

**KEY RESPONSIBILITIES & PERFORMANCE STANDARDS**

| **Organisational Competencies (Applies to all [TAFE] employees)** | | |
| --- | --- | --- |
| **Task** | **Activity** | **Standard required** |
| **Customer Focus & Public Image** | Creation & delivery of quality allied health services in an environment that is flexible, profitable, conforms with required standards and meets the needs of our customers, whether they be external or internal (ie the people with which we work) | * Focus on meeting customer needs and engaging the customer – whether internal or external * Consciously create a good and lasting impression of professionalism in every aspect of work * Act as an ambassador and having a good understanding of, and promoting, [TAFE] New Futures * Welcomes comments and feedback from clients. |
| **Flexibility** | * Able to adapt to changing requirements and work effectively with others * Able to deliver services that cater for the cultural, employment, language and personal needs of our customers, whether they be external (eg students, childcare, etc) or internal (ie the people with which we work) * Carry out such other duties as are consistent with the job-holder’s knowledge and skills and are necessary for the satisfactory completion of duties or for attainment of the goals of the organisation. | * Adapt to a variety of situations and work effectively with different people and groups; in a changing environment. * The ability to understand and appreciate different and opposing perspectives on an issue, and negotiate positive outcomes for all in a fair and equitable manner. * “Can-do” attitude. |
| **Demonstrating Initiative** | Able to translate ideas and opportunities into actions, improvements and results. | * Be persistent in addressing issues and potential obstacles. * Willingness to take action rather than simply thinking about it, identifying opportunities and doing things now, in order to avoid potential problems in the future. * Embrace change in a positive and proactive manner. |
| **Teamwork** | Able to work effectively as a member of a team and strive to continually improve inter and intra group effectiveness. | * Willingness to work in a co-operative and helpful manner with other team members * Actively demonstrates working with team members to achieve common goal(s). |
| **Effective delegation/**  **Time Management** | Manages own time and where applicable effectively delegates. | * Incumbent’s own time is managed effectively. * Employees are willing and able to take on duties from incumbent. * Incumbent is able to carry out the requirements of the position within reasonable hours of work. |
| **OH&S** | * Be a positive role model for other employees in the matter of OH&S. * Monitoring OH&S issues and accurately documenting or reporting identified and/or potential areas of concern. | * Reports immediately any unsafe work practices and cooperates with [TAFE] to assist in its compliance with the obligations under the OH&S and Accident Compensation legislation. |
| **Discrimination, Bullying & Harassment** | At all times adhere to [TAFE] Code of Conduct and Discrimination, Bullying & Harassment policy. | * Acts in a fair and reasonable manner. Immediately reports any breaches of [TAFE] Code of Conduct – especially breaches to discrimination, bullying or harassment. * Recognises and respects cultural differences. |
| **Understanding of Cultural Sensitivity** | Staff will come into contact with staff and clients from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship. | * Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills. |
| **Service & Organisation Development and Quality Management** | * Working in accordance with all relevant [TAFE] policies, procedures, guidelines and systems. * Identifying potential improvements and reporting them via the organisational continuous improvement system. * Participating in various [TAFE] organisational development and quality improvement processes. * All documentation will be on organisation controlled ([TAFE]) paperwork. * Accurate, objective documentation of all records – maintained in an orderly manner that meets [TAFE]’s Records policy. * Accurate, objective documentation in Opportunity for Improvement, Incident & Hazard forms. * Where required by the position prepare and maintain appropriate statistical data, reports and advice on policy matters relating for activities and services for which you are responsible and make recommendations as appropriate. * Confidentiality and privacy of all information obtained whilst working at [TAFE] is maintained. This requirement continues beyond the employee's employment with [TAFE]. | * Continually seeks out opportunities for improvement * Actively engage in accreditation processes and QA activities * May provide policies, procedures and/or forms in field of expertise * Respects privacy and confidential materials |
| **Organisation Related Responsibilities** | * Attending staff meetings, Team meetings, service planning forums and planning days. * Engaging in supervision on a regular basis with the departmental manager. * Participation in the annual staff appraisal process. * Adhering to [TAFE] requirements for personal documentation and the requirements of this position E.g. leave applications, registration renewal, professional development. * Where required by the position, undertake all duties and responsibilities in liaison with other team members and outside organisations (promote internal/external collaborative relationships) to ensure coordinated delivery of services, programs and work practices. | * Shows attentive and caring attitude at all times * Attends and positively contributes at all meetings, etc. * Meets regularly with supervisor/manager and updates on important issues in a timely manner. * Fully prepared for appraisal. * All documentation completed in a timely and accurate manner. * As required, maintain professional networks and provide a positive role model for [TAFE]. |
| **Professional Standards & Development** | * Attend mandatory education sessions to maintain professional status. * Attend education sessions in identified areas of need or interest. * Preparation and provision of education to assist in the professional development of other staff within [TAFE]. | * Attends all identified training opportunities. * Takes personal responsibility for own developmental needs. * Where required, maintains professional membership(s). * At all times acts in a professional manner. |
| **Safety** | * Be a positive role model for other employees in the matter of OH&S. * Monitoring OH&S issues and accurately documenting or reporting identified and/or potential areas of concern | * Reports immediately any unsafe work practices and cooperates with [TAFE] policies and processes to assist in its compliance with [TAFE] obligations under its Quality System. |
| **Environmental** | * + Commitment and active promotion of the [TAFE] Environmental Policy. | * + Supports & promotes carbon footprint reduction, including initiatives such as water, power and waste minimisation/recycling. |
| **Confidentiality & Privacy** | Confidentiality and privacy of all information obtained is maintained | * + Full compliance. |
| **Behaviours** | At all times adhere to [TAFE] Code of Conduct and Discrimination, Bullying & Harassment policy. | * + Acts in a fair and reasonable manner. Immediately reports any breaches of [TAFE] Code of Conduct – especially breaches to discrimination, bullying or harassment |

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| **Personal competencies (applies specifically to this position)** | | |
| **Task** | **Activity** | **Standard required** |
| **Workplace Relations** | Lead human resource management and industrial relations, (including organisational development, employment services, performance management, and other related human resource projects) ensuring legislative compliance with the Fair Work Act (2009), Occupational Health & Safety Acts (various), Equal Opportunity Acts (various) and other employee related legislation. | * Responsive service behaviours. * Policies and procedures are legally compliant, relevant to [TAFE] and management & employee awareness. * Employee harmony and satisfaction measured by annual satisfaction survey, with report to the General Manager. * Union intervention is managed effectively (if required). |
| **Recruitment, Contracts** | Management responsibility for the employment function and its operations which includes leadership into the development of policies, procedures, quality instruction, training and forms, recruitment, selection and induction process and exit interviews. | * Employee recruitment materials created and maintained. Hiring managers trained in [TAFE] recruitment system. * Letters & contracts of employment maintained in accordance with legal requirements. * Recruitment process streamlined. |
| **Employee Relations** | * Provide advice and support to Managers on relevant policies, how to conduct counselling / interviews, addressing grievance disputes within framework, working within specific timeframes, resolution of ER issues, discipline, counselling and termination with consultation of the General Manager. * Act on behalf of [TAFE] in the Fair Work Commission or other tribunals within the scope of this position. | * Policy created, and awareness provided. * Responsive business partnership approach adopted with coaching and support. * Employee discipline is undertaken in a fair and consistent manner. * Training developed and delivered. * Acts in the best interests of [TAFE] in workplace tribunals. |
| **Learning & Development** | * In conjunction with the General and Clinical Managers, assist in ensuring all training and professional development within the organisation is strategically linked to organisational needs and aligned to performance reviews and business planning processes. * Provide support and mentoring to [TAFE] Managers in the area of people management. | * Position Descriptions are current for all positions. * Performance Appraisals:   + Training program & delivery of conducting a PA.   + Identify training needs (& training plan developed).   + Carried out in accordance with [TAFE] policy. * Design/deliver training as required. |
| **Discrimination, Bullying & Harassment** | * Provide advice and guidance concerning any investigation of Discrimination, Bullying & Harassment related complaints. * Ensure education, promotion and awareness of Discrimination, Bullying & Harassment in the workplace is maintained. | * As required, provide a professional and sensitive point of contact for Discrimination, Bullying & Harassment related complaints, ensuring all are investigated in a professional and timely manner * Discrimination, Bullying & Harassment related awareness through communication & training. |
| **Payroll** | * Support payroll operations ensuring that all staff are paid in accordance with contracts of employment, relevant Awards, organisational policy, and legislative requirements. * Assisting the Payroll Officer to interpret legislation relating to employment issues. | * Provision of responsive and legally sound advice |
| **Managing People** | It is [TAFE] policy that all managers must ensure that adequate leadership, motivation, performance management, team development and training is provided. | * Assist, as required, in professional manner. |
| **Quality Business Systems** | Lead the development and application of HR policies and procedures to ensure they are legislatively compliant and reflective of current best practice models where applicable. | * HR & OH&S systems compliant within [TAFE] quality system. |
| **Leadership** | Positive role model for [TAFE], utilising training and experience to enhance employee satisfaction levels, leading to greater productivity. | * Promotes best practice leadership. * Positive contributor and ambassador for [TAFE]. |
| **Communication** | * The HR area should promote an open access model. * All communication to be in accordance with [TAFE] policy. | * Maintain open communication with all employees. * Attend regular meetings with follow up. * Regular contributor to staff newsletter/intranet. |
| **Succession planning** | Employees with potential to become future leaders within [TAFE] are identified and developed. | * Performance Appraisal process identifies opportunities for managers to fulfil this KPI. |
| **Remuneration & Reward** | * Ensure that [TAFE] legal obligations to pay its employees in accordance with Award requirements. * Where equity issues are identified (ie equal work for equal pay). bring these to the attention of the General Manager. * Assist where required in determining market rates for employees (including non-award senior positions). | * Employees are paid according to award. * Policies in place to ensure that all employees are rewarded in a consistent manner. * Market rates are provided where requested. |
| **Occupational Health and Safety** | Assist in the achievement of the [TAFE] OH&S objectives, including:   * Ensure adequate safety instruction, induction and training consistent with each employee’s duties. * Investigate workplace incidents and near misses in order to determine causative factors and to initiate required corrective action. * Review the safety performance of staff as part of the performance appraisal process. * Establish & report on OH&S KPI’s. * Set a good safety example by both personal conduct and through the active promotion of OHS principles. | * Policies and procedures in place and followed. * All workplace hazards identified and risk analyses carried out. * All employees inducted. * All employees are trained to safely and efficiently carry out their duties. * Employees who drive company vehicles and/or operate plant are duly licensed. * Safety awareness is high. * Optimum levels of first aid (people and kits). * All accidents/incidents are reported/investigated. * Head Office Emergency plan in place and evacuation drill carried out. * Regular OH&S audits undertaken. * Hazardous materials managed in accordance with [TAFE] procedures. * OH&S KPI’s established & reported. |
| **Workers Compensation** | * Manage all of [TAFE] workers compensation obligations, including following legislative requirements and facilitating early return to work for all lost time claims. * Investigating or overseeing the investigation of claims. * Develop Return-to-Work (RTW) policies and procedures and act as RTW Coordinator. * Attend workers’ compensation hearings. * Liaise with [TAFE]’s insurer. | * All claims fully investigated and suspect claims disputed. * All injuries managed effectively through effective RTW strategy. * Premium rates are minimised within scope of position. |
| **Administration** | Position responsible for a number of administrative requirements as allocated from time to time. | * Carry out all administration requirements in a timely, efficient and accurate manner. |

**ORGANISATIONAL RELATIONSHIPS**

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| **Internal** | **External** |
| * All [TAFE] employees. * Students. | * Relevant Federal and State government agencies. * Local government. * Community groups and individuals. * Statutory authorities. * Relevant industry groups. * Suppliers (including legal, finance, strategic). |

**ACCOUNTABILITY AND EXTENT OF AUTHORITY**

Under the broad direction of the Operations Manager responsible for carrying out own duties in an effective, efficient and safe manner.

* Able to make decisions within established policies and guidelines, seeking advice from GM for issues extraneous to policy.
* Has financial delegation within budget as approved by GM, in line with delegation of authority policy document.

**QUALIFICATIONS, SPECIALIST SKILLS AND KNOWLEDGE**

* Tertiary qualification in human resources management plus extensive experience.
* Certificate IV in Workplace Training & Assessment.
* Membership of the Australian Human Resources Institute.
* Extensive experience in human resource management/industrial relations in the health or related industry.
* Good knowledge of MS Office (Word, Excel and PowerPoint).
* Hands-on experience working closely with the GM and senior managers and board members, delivering high quality reports.
* Well-developed communication skills, both oral and written.
* Ability to relate effectively with industry and people in general.
* Ability to work as a part of a team.
* Current Victorian Driver’s Licence

**MANAGEMENT SKILLS**

This is a management role that requires skills in:

* Ability to effectively plan, organise and manage own time as well as set priorities in order to achieve targets.
* Ability to ensure [TAFE] operations comply with budgets, operational targets and annual objectives.
* Develop performance monitoring.
* Facilitate staff development and succession plans.
* Manage the process of continuous improvement.
* Manage Occupational Health and Safety plans.
* Ensure zero tolerance of discrimination, bullying and harassment.

**INTERPERSONAL SKILLS**

* Interpersonal skills using tact, patience, and courtesy.
* Highly developed interpersonal and oral communication skills in individual, small group and larger public presentation environments.
* Ability to develop effective partnerships and to gain the co-operation of others through persuasion and negotiation.
* Ability to resolve conflict through mediation and negotiation.
* Ability to work collaboratively with the Board, staff, community and customers in achieving outcomes.
* Capacity to manage continuous improvement and contribute to building and maintaining high performance teams.
* Ability to positively promote and enhance the image of [TAFE].
* Ability to manage own time and meet timeframes, to set priorities and plan work.

**SPECIFIC RESTRICTIONS/CONDITIONS**

* Must comply with identification check prior to employment (ie “100 point check”).
* Must comply with reference and qualification checks prior to employment (and present originals qualification updates for copying and updating of training registers).
* Must agree to and pass a National Police Check.
* Must be physically capable to carry out duties.
* This role may require some out-of-hours’ work and travel intra and interstate.
* Must have current Victorian driver’s licence.

**PERSONAL QUALITIES**

* An open and communicative leadership style that demonstrates maturity in a number of different settings.
* Able to synthesise and interpret information from different sources and formulate clear patterns, organise and integrate principles, values, concepts and information creatively.
* Intuitive decision maker, with the ability to reach solutions in a well negotiated process framework.
* Creates an impression of personal creditability, professionalism and integrity through actions, manner, posture and appearance.
* Driven towards positive outcomes, self-motivated.
* Prepared to learn and develop.
* Team orientated.
* Customer focused.
* Able to present themselves and their work in a way that enhances the public image of the organisation.
* Willing to try new ideas and participate in change.
* Focused on health and safety in their work
* Able to be self-managing.

**KEY SELECTION CRITERIA:**

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| --- | --- |
| Qualifications, Knowledge, Skills and Experience | Essential   * Tertiary qualification and extensive practical experience in human resources. * Tertiary qualification and practical experience in OH&S. * Certificate IV in Workplace Training & Assessment. * Experience in WorkCover management. * Demonstrated experience in strategic Human Resource Management, and industrial relations, (including staff development, employment services, performance management, and other related human resource projects) ensuring legislative compliance with the Fair Work Act (2009), Occupational Health & Safety Acts (various), Equal Opportunity Acts (various) and other employee related legislation * Comprehensive understanding of the legal, political and industrial relations framework in which the organisation’s human resource services operate. * Ability to liaise, mediate and negotiate with all levels of staff and employer associations, employee representatives such as union officials, legal practitioners and other stakeholders. * Sound and accurate judgment, treats people with respect, works ethically and with integrity, respects confidentiality, and approaches others in a diplomatic and tactful manner. * Proficient in computer applications such as MS Office.   Highly desirable   * Membership of a relevant professional organisation. * Experience in the health industry. |
| Management skills | * Self-managing in both time and project deadlines. * Specific and set objectives are to be achieved in the most efficient and cost effective manner within a set timetable with available resources. * Understanding of personnel policies and practices applicable to the work performed and supervised employees. |
| Communication skills | * Able to communicate with management and employees in an effective manner. * Ability to act cooperatively, friendly and reasonably to promote workplace harmony and team effectiveness. * Write reports and correspondence in field of expertise that can involve legal precedent. |
| Analytical, Business Planning & Budgeting | * High level analytical skills and familiarity and experience in business planning and managing budgeting processes. |
| Personal Qualities | * Self-motivated. * Innovative, forward thinking. * Prepared to learn and develop. * Team orientated. * Customer focused. * Able to present themselves and their work in a way that enhances the public image of [TAFE]. * Willing to try new ideas and participate in change. * Focused on health and safety in their work. * Able to be self-managing. |
| Specific Conditions/Restrictions | * Must comply with reference and qualification checks prior to employment (and present originals qualification updates for copying and updating of training registers). * Must be physically capable to carry out duties. * This role may require some out-of-hours’ work and travel intra and interstate. * Availability to work a five day week (Monday to Friday) plus flexible/extended hours as required meeting the demands of the position. * Current Victorian Drivers Licence. |

**PHYSICAL DEMANDS:**

**POSITION SPECIFIC PHYSICAL CAPABILITY REQUIREMENTS**

Job Title

Equipment Description

Physical Component of Work High 🞏 Low 🞏

Specific Requirements (list) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Tick appropriate boxes)

|  |  | Hourly | Daily | Weekly | Monthly | > 6 month |
| --- | --- | --- | --- | --- | --- | --- |
| Locomotor | Lifting / Carrying |  |  |  |  |  |
|  | Pushing / Pulling |  |  |  |  |  |
|  | Repetitive arm / wrist |  |  |  |  |  |
|  | Kneeling |  |  |  |  |  |
|  | Reaching |  |  |  |  |  |
| Vision | Depth Perception |  |  |  |  |  |
|  | Eyesight (short/ long) |  |  |  |  |  |
|  | Using computer Monitor |  |  |  |  |  |
|  | Driving Motor vehicle |  |  |  |  |  |

General Comments:

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