

# JOB DESCRIPTION

## TELETHON KIDS INSTITUTE



<b>Why is this Job Description being written?</b>		<input type="checkbox"/> New Position <input type="checkbox"/> Replacement Position <input checked="" type="checkbox"/> Position re-designed <input type="checkbox"/> Position not previously described			
<b>POSITION DETAILS:</b>		<b>Position Title:</b>	<b>MANAGER, PEOPLE &amp; EMPLOYEE RELATIONS</b>		
<b>Position reports to: (role)</b>		Director, Corporate Services			
<b>Location: include all possible locations</b>		100 Roberts Road Subiaco			
<b>POSITION PURPOSE:</b> In one or two sentences briefly summarise the overall purpose of this role, i.e. broadly, <b>what</b> this role does and <b>why</b>					
<p>The Manager of People and Employee Relations is dedicated to building robust and effective relationships with managers and employees in order to support the development of the Institute’s desired culture and People Strategy. Acting as a business partner and leader, the role will design and implement enhanced people management practices including the improvement and ongoing management of performance development frameworks, support and capabilities across the Institute. The role is responsible for ensuring that People and Employee Relations processes and practices are optimal in terms of effectiveness, efficiency and compliance.</p>					
<b>KEY RESPONSIBILITY AREAS (Please list in order of importance)</b>					
<b>Key Position Accountabilities</b> What are the main areas for which the position is accountable	<b>% of Total Role</b>	<b>Inputs:</b> What are the key activities or tasks to be carried out?	<b>Outputs:</b> What are the expected end results?	<b>Measures:</b> How it is measured	
		<ul style="list-style-type: none"> <li>Partner with employees, managers and senior leaders to develop and communicate effective People policies and procedures.</li> <li>Oversee and manage employee relations and industrial risks for the Institute, including any industrial disputes.</li> <li>Ensure Employee Relations / Industrial matters are managed effectively, timely and in line with legislation and the Institutes values.</li> <li>Train and coach managers through Employee Relations and</li> </ul>	<ul style="list-style-type: none"> <li>People related policies and procedures are effective and of a high quality.</li> <li>The Institute’s employee relations practices are high quality, contemporary and align with organisational</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from internal stakeholders including Director Corporate Services and ILT.</li> <li>Successful development and application of people management initiatives.</li> <li>Increased promotion and</li> </ul>	

<p><b>Business Partnering</b></p>	<p>50%</p>	<p>performance matters.</p> <ul style="list-style-type: none"> <li>● Mitigating financial, legal and reputational people risk and ensuring leaders are educated on their responsibilities.</li> <li>● Develop and implement plans to lead and manage employee relations and industrial matters.</li> <li>● Oversee the smooth and effective running of the Institutes performance appraisal (GPS) cycle including salary reviews, promotions and other support schemes.</li> <li>● Design and facilitate workshops to support the GPS cycle.</li> <li>● Ensure continuous improvements to the Institutes GPS processes.</li> <li>● Design and implement workforce planning initiatives relating to performance development, succession planning, employee relations and OSH.</li> <li>● Partner with and support employees, managers and senior leaders over the performance development and reward cycle.</li> <li>● Drives contemporary and compliant OSH and Workers Compensation activities.</li> <li>● Oversees and partners with other Managers to effectively implement and support staff through the change cycle.</li> <li>● Manages the exit interview process ensuring the analysis of data and make recommendations to Senior Leadership for action and continuous improvement.</li> <li>● Oversees and implements preventative and wellness initiatives.</li> <li>● Management and promotion of the Institute Employee Assistance Program and activities.</li> <li>● Oversees staff support requirements, parental leave and other special leave requirements.</li> <li>● Drive business process improvement in operational HR activity and processes including business as usual activities.</li> <li>● Oversee the development of analytics and reporting for the area.</li> <li>● Oversee and manage relationships with internal and external stakeholders.</li> </ul>	<p>requirements.</p> <ul style="list-style-type: none"> <li>● High quality, timely and consistent professional advice provided to employees and managers.</li> <li>● Number of claims and successful management of ER issues.</li> <li>● Well lead and executed ER outcomes.</li> <li>● Well lead and executed industrial matters.</li> <li>● Well defined and developed external relationships.</li> <li>● Successful GPS completion rates above 97%.</li> <li>● Efficient and effective completion of cyclical reward and business as usual processes.</li> <li>● Well designed and implemented change management processes.</li> <li>● Make Telethon Kids Institute the place where people want to work.</li> <li>● Staff are well informed of wellness and support initiatives.</li> <li>● Strong relationships with external suppliers.</li> </ul>	<p>exposure to wellness activities across the Institute.</p> <ul style="list-style-type: none"> <li>● Number of claims and successful management of ER issues.</li> <li>● Improved capabilities of Managers across the Institute to effectively address people related issues.</li> <li>● Reduced ER matters across the Institute.</li> <li>● 100% compliance for all Workers Compensation matters.</li> </ul>
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<b>Performance &amp; Capability Development</b>	40%	<ul style="list-style-type: none"> <li>Partner with managers and senior leadership to identify and address critical organisational and people issues, and remove barriers impeding the success of the organisation.</li> <li>Build performance management capabilities by coaching and training leaders to effectively address performance issues and deliver effective feedback to foster employee development and differentiate performance.</li> <li>Coach Managers and leaders to ensure employees level of performance and capability meet current and future standards.</li> <li>Designs and Facilitates preventative training to the Institute.</li> <li>Partner with the Institute to identify, develop and implement organisational development initiatives to improve organisational effectiveness aligned to the Institutes desired culture.</li> </ul>	<ul style="list-style-type: none"> <li>Training and performance management initiatives which support the strategic plan.</li> <li>Managers who are equipped and supported to build the capability of our people.</li> <li>Employees have clear expectations linked to a career path.</li> </ul>	<ul style="list-style-type: none"> <li>Feedback from stakeholders and Director, Corporate Services.</li> <li>Successful Completion of performance review cycle.</li> <li>Improved manager and people capability.</li> <li>Successful management of performance issues.</li> <li>Reduced rate of performance related issues.</li> </ul>
<b>Leadership / Other</b>	10%	<ul style="list-style-type: none"> <li>Management of complex industrial issues and projects.</li> <li>Management of business as usual operational processes and schemes.</li> <li>Partnering with other team members to deliver Institute projects and initiatives as required.</li> <li>Oversee the OSH requirements for the Institute.</li> <li>Provide sponsorship and support for OSH manager in any significant risk issues.</li> <li>Development of a high performing HR / People &amp; Culture function.</li> <li>Build capability and capacity of the People &amp; Culture team and support staff to have the tools and resources required to succeed.</li> <li>Support the development of a values based culture.</li> <li>Support and back-up other Managers, Business Partners and Coordinators within the team as required.</li> </ul>	<ul style="list-style-type: none"> <li>Senior Leadership and Management are aware of any industrial issues relevant to the Institute.</li> <li>Institute employees are guided through industrial issues that may impact them.</li> <li>A safe and inclusive workplace.</li> <li>Management and risk mitigation of OSH risks.</li> <li>High performing team.</li> </ul>	<ul style="list-style-type: none"> <li>Prevention strategies to reduce industrial issues from arising.</li> <li>Successful management of industrial issues as they arise.</li> <li>360 degree feedback.</li> <li>Feedback from appropriate stakeholders including ILT and IMT.</li> </ul>

**ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE:**

<b>Qualifications:</b> what are the minimum educational, technical or professional qualifications required to competently perform role	<ul style="list-style-type: none"> <li>Minimum Bachelor degree in Human Resources or a related field (e.g. Psychology, Industrial Relations).</li> </ul>
<b>Skills, Knowledge &amp; Experience:</b>	<ul style="list-style-type: none"> <li>Excellent communication skills with the ability to build trust and rapport with staff across all levels of the Institute.</li> <li>Ability to objectively coach employees and management at all levels of the Institute through complex, difficult and</li> </ul>

	<p>emotional issues.</p> <ul style="list-style-type: none"> <li>• The ability to make recommendations to effectively resolve problems or issues, by using judgment that is consistent with standards, practices, policies, procedures and legislation.</li> <li>• Proven ability to develop relationships and partnerships (internal and external) at all levels of the organisation including senior leadership teams.</li> <li>• The ability to lead a team and work closely with other team members to support the implementation of Institute priorities.</li> <li>• Significant experience with Employee Relations and Industrial matters including the interpretation of Awards.</li> <li>• Critical thinking skills with the ability to take complex problems and manage to a resolution.</li> <li>• Ability to handle ambiguity with ease.</li> <li>• Ability to work both tactically and strategically to get business needs met.</li> <li>• Proven attention to detail and the ability to effectively handle multiple priorities and problem solve as required.</li> <li>• Highly developed interpersonal skills.</li> <li>• Strong written and verbal communication up to board and executive level.</li> <li>• Demonstrated experience in business process improvement.</li> </ul>
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**DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE:**

<b>Qualifications:</b> what are the minimum educational, technical or professional qualifications required to competently perform role	Masters Degree in a related field, e.g. Employee Relations or Industrial Relations
<b>Skills, Knowledge &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• Change management experience.</li> <li>• Knowledge and/or experience in managing remote staff issues and OS&amp;H needs.</li> </ul>

**SCOPE:**

<b>Financial accountability:</b> Does this role have accountability for a budget?			
Yes			
<b>People responsibility:</b> Does this role have any direct reports or indirect reports (through direct reports)?			
No. of direct reports	3	No. of indirect reports	0

**ORGANISATIONAL CHART:** (please complete using position titles or insert diagram below)

Immediate level of supervision

Director, Corporate Services

Other roles reporting to immediate supervisor

	Manager, Onboarding & Projects	Manager, People & Employee Relations	Manager, Learning & Organisational Development		
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Direct reports (role x no.)

	People & Projects Business Partner (to be recruited)	OSH Business Partner	People & Employee Relations Coordinator		
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**ADDITIONAL INFORMATION:** is there any additional information that needs to be understood to explain this role?