

ROLE STATEMENT

Role Title:	Head of People Services
Department:	Shared Services
Location:	Brisbane
Reports to:	Executive Director of Shared Services

Direct Reports (roles):	Total Number of Reports (head count):
People Services Delivery Manager People Services Business Partner Brisbane Office chaplain	3 direct reports. Total team of 6 including: Recruitment Coordinator People Services Administrator Senior Payroll Coordinator

SU QLD Vision & Mission
<p>Our mission is to bring God's love, hope and good news to children and young people and their families.</p> <p>Our vision is to see each child and young person connected and supported in community, serving others, and experiencing fullness of life.</p> <p>SU QLD is an inter-denominational Christian organisation which has worked in schools for more than 80 years and has successfully employed chaplains since 1990. We have more than 700 people and a highly valued network of 3500 volunteers.</p>

Purpose of Role
<p>The Head of People Services leads our PS team to meet SU's evolving People Services needs, to align with SU's mission, vision and values, and so the organisation can meet its organisational strategy.</p> <p>That includes a suite of services for HR, IR, business partnering, recruitment, remuneration and payroll, but also includes supporting Departments as they build organisational capacity.</p> <p>The role has a national dimension, in that the Shared Services team already provides a range of services to SU movements in other states and territories, and we are working towards a national SU movement, which the Shared Services would support as the national shared services team. Once the national dimension is developed, it may be the Shared Services functions can be further developed to support SU movements outside Australia and other Christian ministries.</p>

Key Relationships	
Internal	<ul style="list-style-type: none"> ○ The Executive Director of Shared Services ○ Executive team (comprising the CEO, Executive Director Shared Services, Director of Mission Support, and the State Director – QLD) ○ The state directors of other SU movements which we serve under service arrangements. ○ Functional and Senior Managers ○ Ministry Teams
External	<ul style="list-style-type: none"> ○ Advisors in HR law and practice, including lawyers where needed. ○ In conjunction with the relevant State Director, the relevant State Education Department (in relation to people performance issues in a government school context) ○ Federal and State legislative and compliance bodies ○ Fair Work Commission

Key Accountabilities	Expected Outcomes
<p>1. Spiritual Leadership</p> <ul style="list-style-type: none"> • Providing spiritual leadership and support for the People Services team. • Encouraging employees and volunteers through work and example to live a Christ centred life, committed to the Bible and prayer. 	<ul style="list-style-type: none"> ○ You seek to follow Christ and his example in your relationships, decision-making and conduct. ○ You contribute to building a culture where our people consider themselves followers of Christ first, and Christian leaders in their community/place of work second. ○ Our people exhibit the fruit of the spirit in their personal and work lives. ○ Each team member has a clear understanding of their role within the broader department objectives, and they receive the training resources, feedback and support necessary to excel at their role. ○ Your department delivers on the relevant objectives outlined in the SU QLD Strategic Plan.
<p>2. Employee Lifecycle</p> <ul style="list-style-type: none"> • Leading your team to embody effective practice in all areas of the employee lifecycle, including recruitment, induction, development, performance management and transition. • Oversee the development and maintenance of a HRIS system that improves efficiencies meeting the organisations process and information needs 	<ul style="list-style-type: none"> ○ SU is known as an organisation that looks after its people, employees and volunteers alike. ○ All recruitment and on boarding policies and processes run effectively providing SU with skilled workers that align to our mission vision and values. ○ Relevant and quality learning and development opportunities are provided that align with the organisations direction. ○ Performance Management processes are successful and positive experiences. ○ Exits from SU are well handled with good exit data collected and used for organisational learnings.
<p>3. Remuneration & Payroll</p> <ul style="list-style-type: none"> • Oversight of the payroll function and annual remuneration benchmarking and reviews. 	<ul style="list-style-type: none"> ○ People Services run a robust and accurate payroll system including engagement of third parties for Superannuation and Fringe Benefits. ○ Remuneration benchmarking and reviews are conducted annually, maintaining equity within the organisation and contributing to organisational strategy.

<p>4. Financial Management</p> <ul style="list-style-type: none"> • Working with the Executive Director Shared Services to support organisational wide budgeting processes (especially in relation to remuneration and people change management). • Working with the Director of Finance to develop and manage your team's budget. 	<ul style="list-style-type: none"> ○ The People Services team are proactive in supporting budgeting processes.
<p>5. Employment Relations, Legislation, regulatory compliance and Human Resources practice</p> <ul style="list-style-type: none"> • Managing your team, and external advisors, to ensure that: <ul style="list-style-type: none"> ○ SU meets the requirements of relevant employment regulatory requirements and good HR practice. ○ SU's HR policies align with SU's mission, vision, values and strategy, providing organisational tools and efficiencies that serve the needs of the organisation and our people. ○ Future changes and trends in employment law and good HR practices are identified and SU is well positioned to evolve its policies and practices to meet those changes. • Acting as the lead contact represent the organisation with external advisors and before external tribunals such as the Education Department (in relation to employee performance and conduct matters) and Fair Work Commission. • Working with the Field Performance Manager, assist them in relation to HR aspects of their performance management work – including to help them have, and implement, good HR practices in the performance of the Field team. • Managing or overseeing employee performance processes for office and field staff (other than chaplains and volunteers managed through the Field Performance team) • Act as the lead investigator on complex and Fair Work cases as required. 	<ul style="list-style-type: none"> ○ SU is compliant in all employee relations, related compliance and legislation. ○ Policies and practices are up to date and forward thinking. ○ Managers are informed and aware of employment practices and risks and recommendations and advice provided is timely and accurate. ○ Cases are managed confidently and issues are seen through to resolution effectively managing SU's risk.

<p>6. Health Safety & Child Protection</p> <ul style="list-style-type: none"> • Working with the Child Safety & Risk Manager in all Child Protection matters, ensure the People Services team work within all systems, processes, policies and tools. • Responsibility for reviewing and improving Health & Safety systems, policies and practices in consultation with relevant stakeholders. • Identify emerging workplace health and safety trends and address at a strategic level and working alongside relevant managers to update policy, processes and training as required • Coordinating the quarterly HSCP Committee meetings • Overseeing and regularly auditing the Health & Safety systems and tools managed by relevant teams including the accident and incident register. • Lead, develop and maintain an HRIS system that meets management's (or the organisation's) information needs. 	<ul style="list-style-type: none"> ○ SU's Health and Safety and RRTW compliance is met and risks proactively managed and reduced. ○ Incidents accidents and cases are managed per SU strategy, safety compliance legislation in each relevant state or territory and best practice. ○ HSCP reports are timely and of a high standard when provided to the Executive.
<p>7. Organisational Learning, Workforce planning and Change Management</p> <ul style="list-style-type: none"> • Work with the Executive and team leaders to support their work in building organisational capacity (including for your People Services team). • Identify improvement projects (including in design, policy and process) and assist the Executive Director Shared Services to implement them. • Risk Management - As part of the organizational risk management strategy, participate with the team in identifying risks and lead / oversee treatments to mitigate those risks, and report significant risks as per organisational procedures 	<ul style="list-style-type: none"> ○ SU is well prepared for future workforce needs and environmental change related to its people. ○ Change is effectively managed and communicated with positive feedback from stakeholders.

<p>8. Team contribution</p> <ul style="list-style-type: none"> • Contribution to the team and in wider organisation based activities. • Provide support and assistance in undertaking project tasks as required which leads to implementation of continuous business improvements and processes. • Provide back up to other team members as required. • Participate in wider organisation-based activities and learning opportunities. • Comply with HSCP policy and procedures. • Contribute to the effectiveness of the Executive team and Senior Leadership Group, and provide support to the CEO as required. 	<ul style="list-style-type: none"> ○ Positive feedback from those you interact with, that they are well supported and that you contribute to a ‘one team’ culture across all areas of SU.
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Qualifications

- *Tertiary qualifications in Human Resources together with extensive experience (8+ years) in a generalist HR leadership role, preferably within a not for profit environment*

Competency	Definition
<p>Technical / Professional</p>	<p>Having achieved a satisfactory level of performance in specific technical/professional areas. This should include any specific experience and specific professional “know-how”, including:</p> <ul style="list-style-type: none"> ○ Can demonstrate supervisory competencies ○ Demonstrated thorough and updated knowledge of current employment law and best practice HR ○ Proven ability in advising managers through change management, re-structuring and redundancies ○ Ability to influence managers and stakeholders ○ Proven ability to work and think at a strategic level alongside senior managers
<p>Collaboration</p>	<p>Working effectively with others in the organisation outside the line of formal authority (such as peers in other departments or senior management) to accomplish organisational goals and to identify and resolve problems.</p>
<p>Motivational “fit”</p>	<p>The extent to which job activities and responsibilities, SU’s beliefs and values, including having a commitment to Christian ministry and Chaplaincy are consistent with the type of environment that provides personal satisfaction; the degree to which the work itself is personally satisfying.</p>

Individual leadership (influence)	Using appropriate interpersonal styles and methods to inspire and guide individuals (subordinates, peers, and superiors) toward goal achievement modifying behaviour to accommodate tasks, situations, and individuals involved.
Initiative	Asserting one's influence over events to achieve goals; self-starting rather than accepting passively, taking action to achieve goals beyond what is required, being proactive.
Judgment (problem solution)	Committing to an action after developing alternatives that are based on logical assumptions and factual information, and taking into consideration the resources available, also operational constraints and organisational values.
Organisational awareness	Having and using knowledge of systems situations, pressures, and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and the implications of decisions on other components of the organisation.
Developing organisational talent	Developing subordinates' skills and competencies by planning effective development activities related to current and future jobs.
Managing change	Understands the complexities and processes involved in managing an organisational change program involving, including communication strategies, significant job/and or people changes and redefining organisational expectations.
Strategic leadership	Creating and achieving a desired future state (vision) through influence on organisational values, individual and group goals, reinforcements, and systems.

Additional Requirements	
SU QLD requires that the incumbent to be:	
<ol style="list-style-type: none"> 1. able to subscribe to the aims, beliefs and working principles of SUI 2. able to demonstrate a living and personal relationship with Jesus Christ 3. able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular 4. a respected member of a local Christian church we recognise 5. a holder of a "Blue Card" from the Blue Card Services Department for the purposes of child related employment 6. willing to work under SU QLD's Staff Code of Conduct 	

Developed by	Employee Relations Manager
Checked by	Director of Finance and Administration
Approved By	CEO
Effective Date	November 2018