



Role Title:	People Services Delivery Manager
Department:	People Services
Location:	Brisbane
Reports to:	Head of People Services

Direct Reports (roles):	Total Number of Reports (head count):
<ul style="list-style-type: none"> • People Services Administrator x 2 • Senior Payroll Coordinator 	3

SU QLD's 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 People Services Delivery Manager is responsible for the transactional / operational aspects of the People Services Department. This includes but is not limited to onboarding, people record management, working with children's checks, right to work checks, remuneration benchmarking and the processing of payroll for SU QLD as well as other Scripture Union entities in Australia. This role also supervises the People Services Administrators and Senior Payroll Coordinator.</p>

Key Relationships	
Internal	<ul style="list-style-type: none"> • People Services Department • Field Support team • Executives • Chaplains and Office & Field Management (OFM) Staff • Managers and team leaders
External	<ul style="list-style-type: none"> • Fair Work • Department of Education • Australia Human Resources Institute • HR professional networks • Aurion • ATO



Key Accountabilities	Expected Outcomes
<p>1. Induction and Onboarding</p> <ul style="list-style-type: none"> • Oversee and ensure the successful Onboarding of all OFM staff including induction • Deliver training on the organisation’s policies and procedures at the chaplaincy induction each term • Oversee and ensure all relevant checks such as right to work and working with children’s checks are conducted • Ensure all induction / onboarding processes meet legislation and recommend improvements as needed 	<ul style="list-style-type: none"> ○ All Field and Office staff have an efficient Onboarding and comprehensive induction process. ○ Support provided to Field Services in relation to Chaplaincy induction/onboarding. ○ All people records are maintained with audited to ensure compliance and best practice.
<p>2. Remuneration Management</p> <ul style="list-style-type: none"> • Coordinate the remuneration management and annual salary review process primarily for OFMs with input into the Chaplaincy salary reviews • Benchmark all approved new roles in the organisation • Monitor and evaluate external remuneration market trends within the not-for-profit sector • Manage the annual remuneration survey process, including the job matching, coordinating the data entry of remuneration data, and survey data analysis & reporting • Ensure all remuneration review processes meet legislation and are in line with the prevailing Policies and procedures • Liaising with respective Executives on the remuneration for their departments 	<ul style="list-style-type: none"> ○ Remuneration reviews are conducted annually, maintaining equity within the organisation and meeting the targeted comparison benchmarks.
<p>3. Payroll and Operational HR oversight</p> <ul style="list-style-type: none"> • Responsible for the timely and accurate payment of salaries, allowances and benefits to employees • Approve fortnightly payroll for SU QLD, SC ACT, SU Tas, SU ACT and SU SA • Responsible for set up of new processes such as working with children’s checks for other states and territories and other compliance requirements • Approve all contracts and contract variations including salary band increases • Point of escalation of all complex issues 	<ul style="list-style-type: none"> ○ All employees receive accurate salary, allowances, entitlements and benefits in a timely and efficient manner through the daily processing of new starters, changes to existing employees. ○ Fortnightly pay run is accurately completed. Key deadlines for benefits are met for Fringe Benefits, Superannuation etc. ○ All employment contracts and variations are accurate

<ul style="list-style-type: none"> • Mandatory reporting e.g. Single Touch Payroll reporting to ATO and WGEA reporting every year • Oversight of exit processes for the organisation 	
<p>4. Chaplaincy Development Planning Tool</p> <ul style="list-style-type: none"> • Responsible for the Chaplaincy Development Planning tool including providing technical support and improvements to the annual process • Point of escalation for technical issues 	<ul style="list-style-type: none"> ○ Positive feedback from internal stakeholders including Director of Field Operations, Regional Managers and FDMs ○ CDP is delivered as per agreed timeframes
<p>5. People Services Improvement Projects</p> <ul style="list-style-type: none"> • Take the lead in facilitating the HRIS project to automate the leave processing as well as setting up automated workflows for onboarding and changes to employment conditions. This will involve working with members of the People Services team as well as internal stakeholders. • Identify gaps in current People Services transactional systems and suggest process improvement plans 	<ul style="list-style-type: none"> ○ Positive feedback form internal stakeholders and Executive
<p>6. Team Leadership</p> <ul style="list-style-type: none"> • Prioritise, delegate, oversee and co-ordinate the day to day operational and administrative functions and lead the team to promote acceptable service delivery standards. • Plan and facilitate the development and coordination of training for the team. • Plan and provide orientation and induction of new team members for their role. • Review performance against goals and establish an annual development/learning plan with each staff member. • Performance issues are identified and remedied quickly through two-way communication. All serious or ongoing issues should be escalated up to the Department Executive and People Services before any action is taken. • Monitor attendance and approve leave arrangements for people who report to your role. • Make recommendations to People Services to update individual Role Statements on an annual basis after Department goals have been set and before Performance goals are set. 	<ul style="list-style-type: none"> ○ The team is clear about responsibilities and meets the expectations of their roles. ○ Receive regular feedback on performance. ○ Trained and proficient at delivering on their responsibilities. ○ The team is supported to achieve their best performance by ensuring they are resourced, consulted, and treated with respect. ○ The team demonstrates a willingness to cooperate within the team by being flexible, assisting when required, sharing information and respecting fellow employees.

<ul style="list-style-type: none"> • Develop and maintain the procedures manual and recommend improvements to other relevant procedures as necessary. • Undertake regular meetings, conduct training and arrange technical with the outcome of developing staff skills and knowledge. • Monitor the health, well-being, welfare and morale of the team. • Oversee the equitable distribution and balance of workload. 	
<p>7. Risk Compliance</p> <ul style="list-style-type: none"> • Check that a new team member has been taken through an induction program and understands their compliance obligations with the Health & Safety Policies, Guidelines & Procedures, particularly about reporting all hazards and incidents. • Remind current team members on a regular basis of their compliance obligations, and inform them of any legislative or policy or procedure changes relating to Health & Safety. • Check that a new team member understands the organisation's expectation to maintain a healthy workplace free from harassment where all staff are treated with respect and dignity as detailed in the Workplace Bullying Prevention Policy. • Remind current staff on a regular basis of their compliance obligations, and inform them of any legislative or policy or procedure changes relevant to their role. • Maintain a section free from discrimination in support of the Anti-Discrimination Act 1991, federal and state legislation and internal policy. 	<ul style="list-style-type: none"> ○ Compliance and risk are understood and mitigated within your area
<p>8. Team contribution</p> <ul style="list-style-type: none"> • Contribution to the team and in wider organisation based activities. • Actively participate and contribute in meetings and 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. 	

<ul style="list-style-type: none"> • Comply with WH&S policy and procedures. • Protect own health and safety. • Protect safety of others. • Report hazards, risks and all incidents. • As part of the organizational risk management strategy, participate with the team in identifying risks and developing treatments to mitigate those risks, and report significant risks as per organisational procedures 	
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Qualifications

Tertiary qualifications or equivalent in HR/ business combined with 5+ years HR Generalist and Payroll experience.

Competency	Definition
Technical / Professional	Having achieved a satisfactory level of performance in specific technical / professional areas. This should include any specific experience and specific professional “know-how”, including: <ul style="list-style-type: none"> • A solid understanding of Federal legislation and industrial relations • Demonstrated Human Resources experience and knowledge • HRIS experience (Aurion or similar)
Collaboration	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
Oral communication	Presenting ideas effectively to individuals or groups when given time for preparation (including nonverbal communication and use of visual aides); targeting presentations to the characteristics and needs of the audience.
Rapport building	Creating continuing compatibility; getting along well; proactively developing relationships.
Analysis (problem identification)	Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.
Flexibility/Adaptability	Is open to change, can think independently, and will champion new methods if they are proven to be better than the status quo.
Sensitivity	Taking actions that indicate a consideration for the feelings and need
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.
Attention to detail	Accomplishing tasks through concern for all areas involved, no matter how small, showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.

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.
Teamwork (cooperation)	Active participation in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others.

Additional Requirements
SU QLD requires the successful candidate to be: <ol style="list-style-type: none">1. able to subscribe to the aims, beliefs and working principles of SUI2. able to demonstrate a living and personal relationship with Jesus Christ3. able to show strong Christian character evidenced by servant leadership, valuing of people in general and marginalised people in particular4. a respected member of a local Christian church we recognise5. a holder of a "Blue Card" from the Commission of Children and Young People for the purposes of child related employment6. willing to work under SU QLD's Staff Code of Conduct

Developed By	People Services Delivery Manager
Checked By	Employee Relations Manager
Approved By	Director of People Services (Acting)
Date	November 2018