



## POSITION DESCRIPTION

**Position Title: People Employment and Workplace, Manager**

***This is an Aboriginal/Torres Strait Islander identified position which is a genuine occupational qualification and is authorized under section 14(d) of the Anti-Discrimination Act 1977.***

### PRIMARY OBJECTIVE

The position holder provides People Employment & Workplace services across the ALS organisation, with a focus on customer service to a decentralised workforce that fosters culture, adaptive and innovative workforce practices, recognises excellence and allows people to reach their full potential.

The role supports the corporate business goals of the ALS and is responsible for resolving people employment & workplace matters supporting long-term workforce planning and people development and capacity building.

The Manager works collaboratively to provide all key people employment & workplace related services. This is a hands-on role, with responsibility for delivering the full-range of People Employment & Workforce functions including: employment, recruitment, employee lifecycle, salaries and remuneration policies, "on-boarding" and induction, workforce conditions of employment.

The position holder will also be responsible for maintaining and updating the organisation's Workplace Health & Safety policies/procedures and coordinates workers compensation & rehabilitation claims, return to work processes, the organisation's performance management.

The position will be responsible for all People, Employment & Workplace policies and procedures, including remuneration policy, and for developing and implementing an ALS Enterprise Agreement.

### REPORTING RELATIONSHIPS

The position reports directly to the Chief Operating Officer (COO). While there are no staff directly reporting, the position is responsible for coordinating with designated staff in regional locations.

## **ORGANISATIONAL ENVIRONMENT**

The Aboriginal Legal Service NSW/ACT Limited (ALS) is a public company limited by guarantee and registered charity. It is primarily funded by the Australian Government Attorney-General's department and managed by an Aboriginal Board and governed by the ALS Company. The Company consists of thirty Aboriginal people from NSW and ACT and Company members are elected for three-year terms and represent their community.

The ALS is one of the largest Aboriginal legal practices delivering legal services to Aboriginal people in Australia. With over 200 staff, we provide information and referral, legal advice and court representation in criminal law, family law and care and protection law to Aboriginal men, women and children in 24 offices across urban, regional and remote NSW and ACT.

The ALS aims to provide culturally appropriate information and referral, legal advice and court representation to Aboriginal and Torres Strait Islander men, women and children in NSW and ACT. We assist in criminal law, care & protection and family law and we provide information and referral for other civil law matters. We also provide community legal education, a custody notification service, prisoner through-care in the ACT and tenancy advocacy services.

The ALS is committed to achieving justice for Aboriginal people and the Aboriginal community. This is achieved by: ensuring the ALS remains committed to being community focussed; being fearless in our advocacy; accountable and ethical and aiming to make a difference to create better futures; while also acknowledging and respecting Aboriginal traditional values and cultural practices.

## **KEY COMMUNICATIONS**

This is a key role and position with the ALS and excellent written and oral communication skills combined with a high level of strategic skills are essential to meeting the requirements of the role, as well as a hands-on practical and flexible approach to problem solving. The position holder will also display the ability to negotiate and provide sound and critical advice on a broad range of people employment & workforce matters.

**Internal:** The position holder will liaise closely with the Chief Operating Officer (COO) and will interact and liaise with other Executive, Senior Management and staff members on a day to day basis. Providing advice to all areas of the ALS on a comprehensive range of People Employment & workforce related matters is a critical component of the position.

**External:** Externally the position holder will be required to establish and maintain an extensive network of relevant contacts within various Government, Not-for-Profit and agencies.

## **CHALLENGES**

Major challenges faced by the position are:

- Developing and maintaining a reporting format to the COO and for other Executive for all strategic people employment & workforce functions including establishment, people strategy, succession planning, workforce planning, performance management and organisational development including change management.
- Identifying and anticipating gaps in people employment & workplace (PE &W) service delivery, developing suitable improvement strategies, and ensuring that PE & W capabilities meet ALS's current and future business needs.
- Ensuring the COO and other Executive are fully briefed on current status of workforce planning & training development progress and emerging needs and best practice.
- Championing transformational change initiatives throughout the organisation to ensure the organisation continues to grow and evolve with a highly talented, willing and adaptable workforce;
- Developing and negotiating an Enterprise Agreement covering the entire ALS staffing profile and entities;
- Undertaking employee relations negotiations, where required;
- Strategically managing relationships with the Executive, ALS branch and businesses Unit Managers, and other internal clients and stakeholders;
- Interpreting complex and sometimes conflicting legislation, industrial agreements and guidelines and their application in a variety of circumstances.
- Developing and implementing strong management, reporting and policy development practices.

## **DECISION MAKING**

The position holder will operate with a high degree of autonomy and flexibility. The focus of decision making for the Manager is on the development of people strategies to enable ALS to achieve its business objectives. The position is the identified specialist/practitioner with respect to people employment & workforce and human resources best practices and is accountable for the development and review of relevant strategies, procedures and guidelines as well as meeting the learning and developmental needs of ALS staff.

A key element of the position's role is to provide strategic advice and recommendations to the COO and the Executive Group. High level decision-making ability and judgement are therefore a given for this position. With regard to strategic matters and more contentious matters, the position will liaise with the COO and in these circumstances the position's advice and judgement is relied upon to formulate an appropriate approach.

The position is accountable for ensuring the formulation of sound advice, based on professional judgement and expertise, options and implications, to support business and developmental

objectives and needs. The position is accountable for the content, quality and reliability of advice and recommendations provided.

The position plays a key role in the handling of performance management, disciplinary and grievance matters and is required to provide advice and support to managers, supervisors and staff on issues as they arise.

The position has delegations to approve expenditure and exercises a wide range of people employment & workforce administrative delegations.

## **MAJOR ACCOUNTABILITIES**

- Coordinating and overseeing a full-range of people employment & workforce function including: employment, recruitment, employee lifecycle, salaries and remuneration, "on-boarding" and induction, workforce conditions of employment;
- Championing change management initiatives throughout the organisation to ensure the organisation continues to grow and evolve with a highly talented, willing and adaptable workforce;
- Developing a thorough understanding of the organisational strategy and supporting the development of a people strategy that supports the delivery of this;
- Providing guidance and advice on people relationships, change management techniques and frameworks to facilitate delivery and embedding of change;
- Working with the business to ensure long term plans, including workforce and succession plans are prepared to meet business needs;
- Providing advice on employee relations, grievance handling/dispute resolution, disciplinary and performance management issues.
- Consulting on Industrial Relations and Enterprise Bargaining matters including interpretation and negotiation.
- Proactively driving the People training calendar of events, analysis, action planning, talent management, and succession planning.
- Provide high level management and strategic advice to the CEO, Executive and Board including detailing options and recommended directions;
- Developing and implementing strong management, reporting and policy development practices;
- Ensure the effective achievement of ALS core business objectives to the highest standards of probity and efficiency, and with due reference to the interests of all stakeholders;
- Provide considered, independent, balanced and professional management and executive advice;
- Ensure all policies and practices are ethical and comply with the ALS's policies and workplace health and safety legislation and promote the establishment of equal employment and access in accordance with agreed statutory policy;

## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

### ***Essential Criteria***

- Aboriginality - this is an identified position under Section 14 (d) of the *Anti-Discrimination Act, 1977*.
- Knowledge and appreciation of the cultural and social needs of Aboriginal people combined with continuing respect and support for Aboriginal cultural practices in dealing with clients, their families, communities and staff.
- Relevant tertiary qualifications in People Employment & Workplace and Human Resources related discipline and/or extensive experience.
- Proven high level management, interpersonal, influencing, negotiation, people management, relationship management skills and excellent oral and written communication skills.
- In-depth knowledge and proven capacity to consult on Industrial Relations and Enterprise Bargaining (EB) matters including EB development, interpretation and negotiation.
- Comprehensive knowledge of contemporary people employment, human resource and workplace management and industrial relations practices and policies together with a capacity to deliver a full range of these strategic and operational activities.
- Demonstrated experience in project management and implementation of organisation-wide change strategies to meet business objectives.
- High level analytical, conceptual and problem-solving skills, with the ability to provide innovative solutions to people employment & workplace issues to meet business objectives.
- In-depth knowledge of relevant legislation and compliance obligations and competencies in policy development.
- Demonstrated commitment and capacity to the effective implementation of Workplace Health & Safety and Ethical and Diversity practices in the workplace

### ***Desirable Criteria***

- Current valid unrestricted NSW Driver's licence and a willingness to drive in metropolitan and country locations, travel intrastate and stay overnight or longer.