

## Position description

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<b>Title</b>	<b>People Partnering Manager</b>
<b>Reports to</b>	Head of People & Capability
<b>Classification &amp; Salary</b>	Remuneration based on experience (plus super and salary packaging)
<b>Employment Status</b>	Full-Time, Ongoing
<b>Primary Location</b>	Latrobe Street, Melbourne (hybrid working arrangements)
<b>Date</b>	April 2023

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### **Good Shepherd Australia New Zealand (GSANZ)**

Our strategy outlines the world we want to see and our role advancing in it. It also speaks to the positive impact we will deliver to support women, girls and families to be safe, secure, strong and connected. We are committed to tackling the issues of our time which adversely affect them. We work to advance equity and social justice and support our communities to thrive.

We seek to increase economic participation and wellbeing, to build resilience, improve safety and bring about system change. We offer microfinance programs and products, financial counselling and coaching, family violence support, family and youth programs, playgroups, education programs and community houses. These services are complemented by research and advocacy to address the underlying structural causes of injustice, exclusion, and inequality.

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### **Role Purpose**

The P&C Partnering Manager will play a key leadership role within the team, in leading the People Partnering Centre of Excellence which consists of Senior P&C Partners, P&C Partners and P&C Advisor. The People Partnering Centre of Excellence will be responsible providing high quality strategic and technical P&C advice employees and managers to support effective management employees to achieve organisational outcomes.

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### **Responsibilities**

As part of the P&C leadership team, the P&C Partnering Manager will closely with the broader P&C team to and contribute to P&C priorities including leading projects to improve P&C service delivery and deliver the workforce plan.

Adopting a data- informed and values-driven, principles-based approach the P&C Partnering Manager will be responsible for:

- Leading and supporting the P&C Partners to consult with leaders and providing effective HR advice and quality services to designated client groups in relation to workforce planning, employee lifecycle, employee relations, development, performance management, remuneration, conflict resolution and emerging HR areas.
  - Working closely with the Head of P&C and other P&C Centres of Excellence to develop and implement best practice people support programs and projects aligned to the workforce plan.
  - Leading organisation change and development programs, this includes cultural and structural change.
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- Work in collaboration with the L&D Centre of Excellence to deliver leadership development programs as well as talent and succession planning.
  - Working alongside other Centres of Excellence to develop and implement P&C processes, programs and cyclical activities.
  - Support P&C Partners to use a coaching approach to enabling managers to assume increasing responsibility for all aspects of people management.
  - Work with the P&C Partners to promote best practice and ensure a broad consistency of approach and coverage across all designated client groups.
  - Analysing workforce trends and metrics; and providing relevant advice and business strategies.
  - Providing advice, coaching, feedback and support to leaders in order to effectively manage the performance and development needs of their teams and ensure a culture reflective of GSANZ's values.
  - Supporting leaders and employees in the interpretation and adherence to the GSANZ Enterprise Agreement and/or other appropriate industrial instruments.
  - Contributing to the development and review of HR strategies, policies and procedures.
  - Assisting the Head of P&C to identify, establish, improve and maintain better practice processes that ensure the organisations ongoing success.
  - Take increasing responsibility for Employee Relations as subject matter expert, assisting the P&C Partners taking a risk-based, human-centred approach to resolve complex employee relations issues including conducting effective, fit for purpose investigations and grievance management processes. Partner with the legal support as needed.
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### **Strategy**

- Support the development and implementation of the People and Capability business plan and service delivery model
- Support the P&C Partner team to deliver against agreed goals, strategies and outcomes consistent with mission and overall strategic plan including employee engagement, succession and workforce planning
- Identify opportunities for innovation and optimisation of People and Capability activities
- Manage various People and Capability projects
- Deliver service aligned with team operational plan and Good Shepherd's strategic plan
- Demonstrate understanding of social justice and community capability building concepts

### **People**

- Engaged member of a high-performance team that demonstrates the capabilities outlined in GSANZ capability framework
- Coach managers to support their team members for development in current role and career development planning for future roles
- Ensure effective and timely communication across the team and organisation
- Support the team's wellbeing and recognition
- Demonstrate commitment to own learning and development
- Share knowledge and practice insights with colleagues
- Take responsibility for own wellbeing

### **Clients**

- Develop and maintain a sound understanding of internal clients' needs
  - Ensure quality outcomes for internal and external clients is at the forefront of all People and Capability activities
  - Deliver best practice service to clients in line with agreed goals/contribution
  - Seek feedback from client/stakeholders/peers in order to reflect and improve on service support for own practice
  - Maintain a client-centred approach to service delivery at all times
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### **Service Delivery and Operations**

- Leading, engaging and motivating the P&C Partner team using coaching and feedback to drive improvement in service delivery, provide proactive P&C advisory service and deliver P&C workforce plan objectives
- Ensure all People and Capability activities meet legal and other compliance requirements
- Ensure all People and Capability services are delivered to meet client expectations
- Support the Director, People and Capability to provide strategic advice to the Senior Leadership team
- Proactively work to identify and mitigate people and operational risks
- Other duties as reasonably required

### **Stakeholders**

- Develop constructive, collaborative relationships with other GSANZ teams and departments
- Manage and maintain effective relationships with external service providers
- Manage relationship with Australian Services Union as required

### **Compliance**

- Demonstrate behaviour consistent with Good Shepherd mission, values, behaviours and policies at all times
  - Maintain agreed quality standards
  - Maintain OH&S standards at all times
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### **Leadership Capabilities**

- Interface management – manage relationships between team members and from the team itself to other teams or key stakeholders
  - Active Listening- concentrate on, understand and appropriately respond, to what is being said
  - Communication – effectively adapt communication modes and styles to different audiences and mediums
  - Team Relationships – recognise, value and optimise the individual skills and abilities of each team member
  - Problem Solving and counselling – work with others effectively to solve problems and develop capability
  - Participative decision making – maintain people at the centre of decision making and involve others for ownership and commitment
  - Team development – contribute to development of strategies to address gaps and optimise team function
  - Delegation – execute the accountabilities of the role in line in line with agreed delegations
  - Objective setting – work with the Director, P&C to identify and set individual goals consistent with strategic and operational plan
  - Quality Standards – commitment to quality standards, processes and continuous improvement
  - Work allocation – delivers tasks and accountability to balance and optimise team outcomes
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### **Qualifications, Experience and Mandatory Requirements**

- Appropriate tertiary qualifications in Business, Human Resources or a related discipline
  - Experience in a generalist Business Partnering role
  - Experience in a HR Manager or HR Lead role is desirable
  - A satisfactory Police Check
  - A current Employee Working with Children's Check (WWCC)
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## Key Selection Criteria

1. Relevant tertiary qualifications (Bachelor's degree) in a human resources management related discipline, including human resources, behavioural psychology, business, social science or organisation development
2. Solid generalist human resources experience in a similar position
3. Solid experience managing projects (ie Performance framework development)
4. Experience resolving complex and diverse employee relations matters
5. Knowledge of workplace and employment related legislation and regulation, policy and practice
6. Knowledge of leading human resource practices
7. Proven high level of analysis and complex problem solving
8. Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment

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## Values & Behaviours

We are all co-responsible for the delivery of the Good Shepherd Mission and living our values by modelling these behaviours in all that we do.

Value of each person | Reconciliation | Justice | Zeal | Audacity

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## Additional information

### Employment is subject to:

- Relevant Qualifications/Registration Name
- A current national Police Record Check
- A current Employee Working with Children Check (WWCC) or state equivalent
- Proof of the right to work in Australia
- Proof of COVID vaccination

### The above requirements will need to be supplied and verified prior to commencement

Work Health and Safety (WH&S): All team members are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve WH&S.

**Pre-existing injury:** The person appointed to this position will be required to disclose any pre-existing injuries or disease that might be affected by employment in this position. This will assist the organisation in providing a safe work environment.

**Equal opportunity:** Good Shepherd is an equal opportunity employer. We recognise the rich diversity of people across Australia. We are committed to ensuring that our team is reflective of the diverse community we serve and to supporting a culture of equity, inclusion and diversity. All team members have a responsibility to be familiar with and adhere to the organisation's policies and procedures.

**Child Safe Employer:** Good Shepherd Australia New Zealand is a Child Safe employer. Employment is subject to satisfactory referee checks, a current employment working with Children Check, National Criminal History check and proof of the right to work in Australia.

**Cultural competency:** Good Shepherd strives to maintain a culturally competent and inclusive workplace. All team members are expected to undergo cultural competence training as part of their professional development plans.

**Salary packaging** is available to all employees.