



CREATE Foundation Position Description

Position Title:	People and Culture Manager
Reports to:	National Finance and People Director
Location:	Flexible
Status:	Full Time, Permanent
Salary:	SCHADS Award Level 6 + Superannuation + Salary Sacrifice
Hours	38 hours per week

Position Description

Primary Purpose of the role of People and Culture Manager

CREATE Foundation is a systems advocate and a national consumer body representing children and young people with an out-of-home care experience. CREATE is an organisation that is mission driven, adaptive and creative in responding to the emergent needs and aspirations of children and young people. The People and Culture Manager equips managers with the tools and guidance to drive their people strategies. The People and Culture Manager coordinates the design and delivery of CREATE's Workforce Strategy initiatives, conducts workforce planning, analytics and reporting for the Executive Team and Board, provides expert advice on industrial and legal compliance and complex HR matters, maintains strong workforce processes for the organisation and drives culture building initiatives.

Key Responsibilities:

- Provide strategic advice to the Executive Team, ensuring leaders are equipped to drive people and culture initiatives.
- Support the Executive Team in fostering a high-performing and engaged workforce.
- Coordinate the implementation of CREATE's Workforce Strategy.
- Provide expert advice on SCHADS Award compliance and employment relations.
- Facilitate recruitment, onboarding, performance management, and retention strategies including documentation and record keeping.

- Manage the recruitment, selection and onboarding processes across the organisation and providing support to the relevant managers
- Manage Incident Reporting and Workers Compensation Claims
- Implement and maintain HR policies, guidelines, and training programs.
- Coaching people managers in best practice people management practice, including guidance on giving feedback, managing performance, and reflective supervision practice.
- Establish HR reporting approach with key workforce analytics.
- Manage annual staff engagement surveys and action plans.
- Manage exit interviews and reports including identifying themes
- Develop a HR technology roadmap to improve efficiency, including the technology enhancements.
- Manage the organisation's response to workplace complaints, grievances, whistle-blower reports, and relevant legal matters.
- Work closely with the CEO and Director of Finance and People in managing complex HR matters and liaising with outsourced legal and industrial advisors when necessary.
- Contribute to a team culture that is warm, collaborative, creative, inclusive and empowering for all staff.
- Perform additional tasks as requested.

Key Result Areas

- Delivery of actions and projects under the Workforce Strategy Planning Framework on time and to agreed specifications.
- Contribute to workforce planning and development capacity.
- Streamlined and contemporised workforce processes.
- Technology maximisation.
- Reduced retention risks, reflected in turnover rate and exit feedback.
- Increases employee engagement and wellbeing, reflected in staff engagement survey feedback.
- Strong industrial compliance.
- Clear and effective project and risk management processes are in place.
- Effective monitoring, reporting and accountability of HR analytics and tracking the impact of workforce initiatives, demonstrated through regular reports generated for the Executive Team and Board of Directors.
- Positive, collaborative and effective relationships with colleagues across the organisation.

Reporting

This position reports directly to the Director of Finance and People.

Key Relationships

Internal

- National Finance and People Director
- People and Finance Team
- CEO
- Executive Team
- Leaders Forum
- All Staff

External

- Lawyers
- Statutory Regulators
- Non-government service providers

Organisational Citizenship and Teamwork

- Demonstrate an active commitment to CREATE Foundation's mission, vision and core principles.
- Act in the interests of CREATE by understanding, representing and supporting the organisation's vision and policy positions positively to all stakeholders, and liaising with stakeholders in a professional, respectful and constructive manner.
- Act with a high level of integrity, at all times, including through complying with organisational policies, and protecting the privacy and confidentiality of information as required by law and policy.
- Support knowledge transfer and information sharing between relevant staff and business areas, and ensure good record keeping practices.
- Participate in, and assist in the development of, national CREATE initiatives, projects and events.

Selection Criteria

All applicants need to respond to the selection criteria in full.

1. Relevant tertiary qualification in Human Resources or related discipline (e.g. Degree, Diploma or Postgraduate qualification); or at least five years demonstrated experience in a similar role, preferably in a non-profit environment.
2. Proven record of achievement in the provision and implementation of sound professional human resource management advice, including applying provisions of relevant industrial awards, and providing strategic advice to senior leaders on matters relating to workforce planning, management risks and organisational culture.
3. Proficiency in managing Human Resource Information Systems.
4. Demonstrated high level of effective interpersonal communication, both written and verbal, coupled with the ability to develop and sustain strong stakeholder relationships. Ability to communicate accurately, respectfully, sensitively, discreetly, and concisely. Confidence in conflict resolution and problem solving.
5. Ability to coach people managers in sound recruitment, supervision and performance processes, supported by professional training, policy frameworks, and sound processes.
6. Highly effective project and time management skills, highly organised and ability to meet targets and manage competing tasks. Ability to work autonomously, proactively and decisively, coupled with an ability to work as a productive member of the team. Ability to identify and pursue emergent strategic opportunities, directions and collaborations.
7. Ability to lead policy reviews relating to HR processes and implement change projects to improve the organisation's approach to attracting, recruiting and retaining a strong workforce, in line with the Workforce Strategy.
8. Demonstrated ability to develop, implement and monitor adherence to Human Resources related policies and procedures.
9. Demonstrated ability to work in a cross-cultural context, and ability to work respectfully with Aboriginal and Torres Strait Islander peoples.
10. Ability to work in line with the National Principles for Child Safe Organisations. Ability to work in alignment with CREATE's organisational values, particularly the prioritisation of child rights, voice and safety

Other requirements of the role.

- Successful Security Check per state requirements (for example Working with Children Check) and must comply with Government and/or health directives in each state jurisdiction.
- All applicants need to be eligible to work in Australia. A copy of Proof of Citizenship or Permanent Residency status will be required.