



Manager
People and Culture
POSITION
DESCRIPTION

Position Description



Position Title	Manager People & Culture
Business Area	People Division
Direct Reports	People & Culture Team
Immediate Manager	Chief People Officer
Employment Conditions & Status	Contract - Permanent, Full Time
Location	Springfield Depot, Hobart
Role Purpose	To lead a team of People & Culture professionals to provide contemporary specialist advice and support to the organisation. This incorporates (but is not limited to) employee relations, industrial relations, workforce planning and reporting, general human resources advice and support, talent acquisition and rewards and recognition.

Organisational Requirements

All positions within Metro Tasmania will support the achievement of the Metro Tasmania Vision. To be an attractive travel option contributing to an integrated public transport network in Tasmania.

Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and Metro Tasmania policies and procedures.

While at work employees must take reasonable care of their own health and safety and the health and safety of others, including those working under their supervision or direction that may be affected by their acts or omissions in accordance with relevant State and Federal Work Health and Safety Legislation.

Our Values

Safety

We take pride in everyone getting home safely, by having a safe workplace; and putting safety first.

Respect

We show respect for everyone at all times by acting with integrity in all our actions, words, intentions.

Resilience

We have the courage to deal with our day-to-day challenges, showing determination; commitment; and strength.

Unity

We work together with honesty and transparency; we listen, we collaborate, we cooperate, we celebrate success.

Service Driven

We take pride in what we do and it is our pleasure to deliver an outstanding experience for everyone, recognising we have internal and external customers; continually challenging ourselves to do things better; and striving for excellence.

Role Accountabilities

Strategic and Operational Business Unit Management

Consistently display positive leadership behaviours in all dealings and personally role model and cultivate a support centric, lean and pro-active approach to people and culture service delivery.

Provide advice, support, develop and implement frameworks to support the organisational culture, values, performance management and workforce planning.

Oversee and contribute to building partnerships with employee's and supervisors to coach, mentor and positively influence employee relations and business unit outcomes.

Influence and provide oversight of the development of a continuously improving organisational culture

Ensure the organisation's People & Culture projects and initiatives are engaging, collaborative in design and of a high standard to attract, retain and build the capacity of Metro Tasmania.

Work with the Chief People Officer to improve the diversity and inclusion approach within Metro Tasmania.

Oversee and contribute to building partnerships with employee's and supervisors to coach, mentor and positively influence employee relations and business unit outcomes.

Monitor, evaluate and manage staff performance to enable individual and team professional growth and development.

Develop and deliver continuous improvement of human resource support, advisory and reporting services. Service offerings will address the following broad spectrum of organisational needs:

- Employee Relations
- Industrial Relations
- Organisation Design
- Job Design and Evaluation
- Remuneration
- Recruitment & Selection
- Onboarding, induction and offboarding process (employment lifecycle management)
- Performance Management
- Reward & Recognition
- Succession, Workforce & Career Planning
- Employee Engagement and Culture

Lead, guide and oversee the continuous improvement of the capability, performance and outcomes of the People & Culture team.

Develop a team approach to problem solving and encourage innovative practice.

Develop a productive, respectful and positive relationship with union representatives and manage issues as they arise.

Lead and manage nominated employee consultative forums, in conformance with all relevant legal, policy and compliance requirements

Represent the organisation at (but not limited to) meetings, conferences, IR negotiations, Fair Work Commission, Tribunal etc.

Management Authorities (if appropriate)

Direct Reports: Day to day operational leadership and supervision of the P&C Team members

Employees in the course of delivering HR services and projects

Exercise of Manager People & Culture Level Functional Delegations as per Metro's Delegation of Authority Manual.

Role Relationships

Internal

Line Managers

P&C Team Members

People & Safety Division

All Managers & Employees

External

Contractors/Service Providers

WorkSafe Tasmania

Fair Work Commission

Workers Rehabilitation & Compensation Tribunal

Equal Opportunities Tasmania

Fair Work Commission

Legal services

Union Representatives (Rail Transport Bus Union (RTBU); Australian Manufacturing Workers Union (AMWU))

Qualifications and Experience

- Tertiary qualifications in Human Resource Management and/or previous management experience in a similar role.
- Demonstrable Industrial Relations experience working as a senior human resources practitioner/manager. Experience operating in a complex operational environment and in applying leadership, strategic thinking and implementation skills to deliver and influence the adoption of a broad suite of HR advisory and support services.
- Demonstrated experience in workplace investigations, conflict resolution and negotiations that require high-level communication and planning to achieve successful outcomes.
- Demonstrable experience developing effective relationships to lead Enterprise Agreement negotiations and Union consultation.

Knowledge, Skills and Abilities

- Proven ability to successfully lead, manage, coach and develop human resource practitioners working in a "hands on" small team environment.
- Strong interpersonal, influencing and relationship management skills, with demonstrated ability to effectively engage and advise employees at all organisational levels and build rapport, credibility and trust.
- Well-developed experience in undertaking workplace investigation, make sound judgments and solve complex problems.

- High-level written and numerical skills enabling the timely production of documents and reports that are both accurate and suitable for different audiences (ranging from board/executive level to front line employees).
- Comprehensive knowledge of and ability to interpret legislation, industrial instruments, regulations and keep abreast of changing legislation and monitoring of case law.
- Exceptional interpersonal and communication skills with the ability to develop effective relationships and work with a broad range of people from a variety of backgrounds and experiences.
- Highly developed coaching and collaboration skills with the ability to resolve conflict.
- Demonstrated conceptual, research and analytical skills along with experience in policy development and implementation; and
- Authentic leadership and engagement skills.
- Demonstrated success in managing and motivating staff and developing a customer-focused, productive team and organisational culture.
- Proven track record in positively designing and implementing change management processes in complex and sensitive circumstances.

Approval

Date: February 2021

Approved by:



Katie Cooper, Chief Executive Officer