

Senior Manager People & Culture

January 2022

Reporting to:	Head of People, Culture & Change	
Direct Reports:	None	
Status:	Permanent	Full Time <i>We support flexible working. Please talk to us about what you want.</i>
Salary range:	~\$130,000 + super + PBI salary sacrifice	
Location:	Pyrmont, Sydney (Working from home supported and encouraged)	

ReachOut values diversity in our workforce. We encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply.

About the organisation

ReachOut is the most accessed online mental health service for young people and their parents in Australia. Our trusted self-help information, peer-support program and referral tools save lives by helping young people be well and stay well. The information we offer parents makes it easier for them to help their teenagers, too.

We've been championing wider access to mental health support since we launched our online service more than 20 years ago. Everything we create is based on the latest evidence and is designed with experts, and young people or their parents. This is why our service is trusted, relevant and so easy to use.

Accessed by more than 2 million people in Australia each year, ReachOut is a free service that's available anytime and pretty much anywhere.

About the role

ReachOut is in an exciting phase of the organisation's development. We are undertaking a major service design and innovation program that will help shape the future of youth digital mental health services in Australia.

During this important growth phase, the organisation is increasing its focus on the design and implementation of strategic people and culture initiatives, required to successfully deliver ReachOut's new service vision and organisational strategy.

An experienced senior People & Culture professional, the successful candidate will play a critical role in driving business outcomes by developing and executing high quality people focused programs and initiatives, along with delivering key people functions including Engagement, Remuneration and Benefits, Employee Relations, Workplace Health & Safety, Performance and Talent Acquisition.

You'll have a strong people-centric approach with proven experience developing and implementing programs to manage the full employee lifecycle.

This hands-on role will initially report to the Head of People Culture & Change and work alongside the Manager People & Culture.

The main responsibilities are:

Strategy

- Working closely with the Head of People, Culture & Change, design and implement;
 - a clear and comprehensive People & Culture roadmap for the organisation
 - the People & Culture operational plan, in alignment with our new FY22-24 Strategy
 - an Employee Value Proposition (EVP)

Workforce Planning and Talent Management

- Develop and manage an organisation wide resource plan
- Working closely with the Manager People & Culture design recruitment campaigns to attract key talent in a highly competitive market
- Build a talent management plan
- Assess and enhance Recognition and Reward

Organisational Development

- Assess and manage the Learning and Development program
- Design and implement organisational development initiatives focusing on leadership, succession planning, workforce planning and team building, and the measurement of outcomes
- Develop and implement a performance management framework for RO

Diversity and Inclusion

- Champion diversity and inclusion, ensuring our commitments are brought to life in every people process and procedure

HR Governance

- Fulfil the role of Secretary of the HR & Nomination Board Committee (4 meeting per year)
- Develop, review and implement People & Culture policies and practices as required

Generalist HR

- Provide advice and support to resolve workplace employee grievances in line with ReachOut policy.
- Provide IR advice and support to senior leaders and managers in relation to performance management issues and workplace relations matters
- Be a trusted adviser and subject matter expert on all Human Resources related matters to people managers and staff
- Coach and counsel senior leaders and managers on organisational design, workforce planning and management
- Maintain confidentiality and trust as a member of the People and Culture function

You work closely with:

Who	Purpose
1. Head of People, Culture & Change	The Head of provides ongoing leadership, strategic direction and management of the team.
2. Manager People & Culture	You will collaborate with the Manager People and Culture as your key colleague and provide guidance and direction in relation to your shared responsibilities
3. Executive Leadership and People Managers	You will provide advice, support and coaching to the leadership of the organisation on all People and Culture related matters
4. Operations Team	You will collaborate with and provide SME to the Operations team on matters including but not limited to WH&S management and remuneration and benefits

To be successful in the role, the following experience is preferred:

This position requires a contemporary human resource professional with strategic capability, and a strong partnership and delivery approach. To succeed in this role, you will have in-depth knowledge and experience in the following areas:

- Tertiary qualifications in Human Resources, Organisational Development or equivalent, coupled with 5+ years' experience in a similar role
- Strategic thinker, with the ability to plan for future needs
- Demonstratable experience in implementing Human Resource strategies, policies, processes, and frameworks that support the delivery of strategic organisational objectives
- Ability to coach and advise on all HR matters within an organisation experiencing continued growth
- Current knowledge of Employment Law and Worksafe policies
- Experience in the effective management of staff and the ability to collaborate and build successful relationships with key stakeholders
- A passion for building capability and formally coaching managers into exceptional people leaders
- A good understanding of and experience with Change Management methodologies and thinking
- Experience implementing programs while working with flexible teams, where team members may work from home regularly or have variable arrangements.
- Excellent verbal and written communication, negotiation and facilitation skills
- Able to relate to staff at various levels, establishing and maintaining effective working relationships
- Comfortable with ambiguity, resilient and adaptable with a growth mindset (willing to jump in and try new things) and keen to learn and share knowledge.

- Comfortable operating in a fast paced, agile environment

We also think it would be useful to have:

- Sector relevant and/or NFP experience
- Experience working within a digital environment
- Experience working with Google Workplace, Slack and Atlassian applications, specifically Confluence