

People and Culture Manager

Organisation Overview

Circle Green Community Legal (**Circle Green**) is a community legal centre providing humanitarian, tenancy, workplace, and family and domestic violence legal advice, further assistance, representation, advocacy, community legal education, referrals, outreach and support.

Circle Green provides accessible justice and seeks to create system, place and space to ensure a safety net of best practice legal advice, education, and advocacy. Services aim to assist people who are otherwise disadvantaged in their access to legal services.

Specialist services also support other providers of community legal services to develop local service capacity and to build strong referral pathways.

Values



Fairness

We are fair by embracing inclusion and diversity while working towards equitable access to justice for all.



Compassion

We care through empathy, support and understanding for everyone.



Collaboration

Our shared purpose thrives on teamwork, trust and open communication.



Excellence

We strive for excellence through continuous improvement and reflection, sector leadership, and aiming to be the best in our fields.



Courage

We champion advocacy, curiosity, and innovation by respectfully challenging norms, speaking up for others, and leading with integrity.

Role Contribution

The People and Culture Manager plays a key leadership role, responsible all human resources functions within the organisation. This position is designed to provide strategic and operational expertise across all aspects of the employee lifecycle including co-ordination of volunteers.

Key responsibilities include the development and implementation of comprehensive People, Culture, and Safety strategies and initiatives across areas such as attraction, recruitment, engagement, learning and development, compliance and reporting, retention, industrial/employee relations, safety, wellbeing, and general operational administration.

The People and Culture Manager works closely with the leadership and executive teams to formulate and execute effective people and culture frameworks, policies, and procedures to ensure Circle Green can attract, retain, develop, and manage a highly engaged and productive workforce.

Key relationships

- Reporting to the Chief Executive Officer
- Working in partnership with and supporting the Senior Leadership Team
- Direct Report - Human Resources Officer
- Liaising with lawyers, advocates, key support, administration and support staff.

Key Responsibilities

People and Culture

- Develop and execute a People and Culture Strategy and strategic Workforce Plan that supports the delivery of Circle Green's strategic objectives
- Oversee the development, review and maintenance of Human Resources policies and procedures in compliance with relevant legislations
- Deliver and oversee all elements of the employee lifecycle; recruitment, attraction, remuneration and benefits, on-boarding, performance management, training & development, departures, terminations, and leave.
- Oversee activities related to volunteers and secondees.
- Provide accurate and timely advice, information and/or recommendations to staff across the organisation on Human Resources matters to ensure that all policy, statutory and award obligations are met.
- Develop and implement a training and development plan which includes training needs analysis, mandatory training, skills based training and technical competency.
- In collaboration with the leadership team develop and implement the annual PDP process.
- Ensure workplace grievances and investigations are handled in a respectful and timely manner.
- Effective implementation of Enterprise Agreement (EA), Awards, relevant Acts and legislation including overseeing any EA processes.
- Oversee further development, maintenance and optimisation of the Human Resources Information System (HRIS)
- Ensure employee and volunteer data managed accurately and confidentially.
- Generate and analyse people reports, identifying trends and using data to inform decision making.
- Act as a role model for the organisational culture and values ensuring they are upheld and embedded.
- Design and lead initiatives to maximise the engagement of employees creating a positive, safe and inclusive culture.
- Lead the delivery of the engagement and staff/culture survey including presenting and monitoring results and responding to employee concerns.
- Support diversity and inclusion initiatives.
- Proactively identify and address emerging people and culture risks, challenges and opportunities

Health, Safety and Wellbeing

- Develop, implement and maintain Workplace Health and Safety policies and procedures in compliance with relevant legislation
- Manage the Health Safety and Wellbeing Plan, implementing key initiatives
- Implement health and safety wellbeing initiatives that aim to support, care for and protect staff, including psychosocial safety

Management

- Provide leadership, guidance and support to the Human Resources Officer
- Work collaboratively with the senior leadership team to support the delivery of strategic people and culture objectives
- Support, advise and coach the senior leadership team to respond to and manage staffing matters including performance management, behaviour and grievances

Team Responsibilities

- Implement Circle Green's policies and procedures and act in accordance with the organisation's mission and values
- Participate in Circle Green's team meetings and planning and review activities
- Carry out other duties, consistent with the role, as directed by the Director Business Operations

Selection Criteria

Credentials and Experience

- Tertiary degree in Human Resource Management/ Employee Relations/ Health and Safety or similar
- 3+ years' experience in a similar role
- Experience in utilising and implementing HRIS Systems (Employment Hero or similar)
- Experience in not-for-profit or community-based organisations (desirable)
- Demonstrated commitment to the principles of social justice and human rights

Skills

- Ability to manage and collaboratively drive change across an organisation
- Ability to influence and engage others
- Excellent written and verbal communication skills, with the ability to understand and convey complex concepts to people from diverse social, cultural and linguistic backgrounds.
- Excellent organisation skills with the capacity to plan a high and diverse workload, manage timelines, and deliver high quality outcomes