

Position description

Position title	People and Culture Manager
Department	Finance and Operations
Position reports to	CFO
Positions that report to this position	n/a
Type of employment	Full-Time, ongoing role
Location	The Royal Children's Hospital Foundation, 48 Flemington Road, Parkville

<p>The Royal Children's Hospital Foundation</p> <p>Founded in 1989, The Royal Children's Hospital (RCH) Foundation is the fundraising arm of the RCH, one of the world's leading children's hospitals. The RCH Foundation has the vital role of raising and distributing donated funds to the hospital. While a legally separate organisation, the RCH Foundation works closely with the RCH in achieving its vision.</p> <p>The people of Victoria love the RCH and in giving to the RCH Foundation, whether through linked fundraising appeals like the Good Friday Appeal or RCH Auxiliaries in their community, they feel a great ownership. As a result of this ownership and the fact that the RCH Foundation is therefore a custodian of these donated funds, the RCH Foundation takes seriously its role for and on behalf of those donors.</p> <p>Generous community support helps to sustain the hospital's role as international leader tackling some of the world's biggest health issues, and the RCH Foundation supports a vast network of fundraisers and donors. Donated funds drive the hospital's growth, are utilised for purposes of medical excellence, and support only the most innovative, life-changing programs and initiatives – that would otherwise not exist - in the areas of research, leadership, training, technology, equipment, and patient and family centred care.</p> <p>VISION</p> <p>We are the RCH Foundation, and we are changing the future of children's health. Our vision is that the RCH, founded in philanthropy, supported now and in the future will have the capacity to transform health care for children and young people.</p> <p>MISSION</p> <p>We inspire our community to invest in the hospital's future by supporting care, treatment, research and learning that will improve the lives of young people and their families.</p> <p>STATEMENT OF IMPACT</p> <p>The hospital will become a global centre of excellence in the care and treatment of the sickest and most vulnerable children and young people. With the support of integrated research programs, great academic leadership, and first-class staff, it will truly be known for its impact on childhood disease, nationally and internationally.</p>

<p>PURPOSE OF POSITION</p> <p>The purpose of the People and Culture Manager role is to provide strategic and operational human resource services that support the end-to-end employee experience and lifecycle, and to assist the leadership of the RCH Foundation to develop its people, processes and organisational culture.</p>
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As the Foundation leads an ambitious growth agenda towards its 2030 vision, the People and Culture Manager will play an important role in prioritising people and culture initiatives which will underpin and assist in the success of this growth, including leading professional development initiatives, expanding the Foundation's Employee Value Proposition, contributing to workplace planning, and encouraging innovation and collaboration across the organisation.

Work Performed:

As the sole dedicated people and culture resource, the People and Culture Manager is responsible for all human resource functions and activities, including recruitment, on-boarding, training and development, payroll, HRIS reporting, ensuring compliance with relevant regulations and policies, and contributing to other relevant projects as directed.

By drawing on a sound knowledge of HR theory, by researching and implementing best-practice management principles, and by keeping abreast of regulatory needs and employment trends, the People and Culture Manager provides informed advice on people matters, risks and trends, while also leading the delivery of the Foundation's People and Culture Framework.

Challenges and problem solving:

- Manage competing priorities
- Operate at a strategic level, while also being hands-on in managing and executing administrative tasks
- Support best practice human resource management in a growing organisation
- Support staff through change
- Identify opportunities to improve systems and processes

Decision-making:

As the dedicated people and culture resource, the People and Culture Manager has a high degree of working autonomously, while also drawing on their highly-developed experience in consulting, advising and putting forward recommendations for the Leadership Team's consideration. The Manager also exercises their sound judgement in bringing sensitive matters to the attention of the Leadership Team in a timely manner.

Communication:

Internal

- RCH Foundation – act in accordance with the RCH Foundation's values and join in our flexible, supportive and passionate working environment, including a committed network of fundraisers and donors, with good humour and a positive attitude
- RCH – under the guidance of the CFO develop and maintain good working relationships with the People and Culture, HR and OHS departments of the hospital and make good use of their willingness to assist if required.

External

- Local, national and international networks – play a role building connection between the RCH Foundation and the wider health, fundraising, volunteer, not-for-profit, corporate sectors
- Represent the RCH Foundation where requested and required.

KEY ACCOUNTABILITIES

Employee Lifecycle

- Manage all components of the employee lifecycle, including recruitment, induction, employee development, performance management, dispute resolution, remuneration advice and employee engagement
- Contribute to strategic workforce planning, leveraging data and people management reporting to support future organisational growth and workforce development
- Work with RCH colleagues to support People and Culture, OHS/Return to Work and IR matters where relevant.

Learning and Development

- Lead the staff performance review and development process
- Lead the development, implementation and budgeting of the annual learning and development program, with input from the Leadership Team and all staff
- Identify opportunities for reward and recognition processes and tools
- Support the Leadership Team in the management and development of employee engagement initiatives, including the employee survey and Team Away Days
- Oversee and contribute to building partnerships with people leaders at all levels, coaching, mentoring and positively influencing employee relations and business outcomes.

Employee Relations

- Develop staff engagement programs and initiatives, with a focus on bringing the organisation's values to life
- Provide coaching and advice to people leaders in relation to best-practice team management, and managing conflict and grievances
- Ensure the Leadership Team are kept abreast of risk and sensitive people and culture matters
- Develop tools and initiatives to foster cross-organisation information sharing, ideas generation and collaboration.

Policies and Procedures

- Maintain current knowledge of relevant employment laws and regulations and identify any changes which affect the organisation
- Develop, implement and review HR policies and procedures to facilitate best practice and compliance with legislative requirements
- Ensure HR policies and procedures are published and communicated to the organisation and relevant stakeholders.

Reporting

- Compile and analyse employee data and trends, and develop employee reports as directed
- Contribute to board reports and organisation-wide performance reporting
- Maintain records related to the annual training and development program
- Contribute to managing operational planning across the organisation.

People and Culture Administration

- Ensure all People and Culture management systems, requirements and documentation are maintained and up to date, including personnel files, team member records and relevant checks and permits
- Oversee all aspects of staff contracts and correspondence
- Upload documents for payroll processing.

Payroll

- Coordinate fortnightly payroll in consultation with Finance and contracted payroll supplier
- Generate HR reports as requested
- Assist with payroll and benefit administration
- Instruct payroll regarding changes to employment conditions, new employees and exiting employees.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential:

- Tertiary qualifications in Human Resources Management
- Minimum three years' experience in Human Resources,

- Strong knowledge of employment laws, regulations and HR best practices
- Experience using a HRIS
- Excellent written and oral communication and strong interpersonal skills
- Outstanding attention to detail with a high level of accuracy
- Ability to maintain a high degree of discretion, diplomacy and confidentiality
- Proficiency in Microsoft Office.

Desirable:

- Experience in a fundraising or other NFP organisation
- Experience contributing to organisational change management
- Payroll experience.
- Knowledge in HR systems and experience in researching and rolling systems out in previous roles

KEY SELECTION CRITERIA

- Experience and aptitude in working at a hands-on, operational level to manage the entire employee lifecycle, while also contributing to developing and embedding strategic programs
- Demonstrated experience in successfully using influence and negotiation skills, and developing trusted stakeholder relationships, to improve systems or processes, to increase performance or to create change
- Experience in taking ownership of people and culture projects to deliver on capability and performance objectives
- Experience in mentoring, coaching and elevating people leaders
- Excellent verbal and written communication skills including experience producing reports, presentations, briefing papers and data reporting
- Experience in developing staff engagement programs and initiatives, ideally with a focus on staff values and recognition.
- Ability to work autonomously and collaborate with teams across the organisation

TERMS AND CONDITIONS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children's Check throughout their employment
- Employees must be vaccinated against COVID-19 and booster shot
- The position is full time ongoing. There will be a 6-month probationary period
- There will be a requirement to work outside of normal hours on limited occasion for fundraising events and activities. Allowance is made for reasonable time-in-lieu. Flexible working hours and conditions are offered
- Leave entitlements as per national standards.

IMPORTANT INFORMATION

VALUES

Integrity - Moral, Ethical, Honest, Transparent and Trustworthy

- We show integrity in all our interactions.
- We build trust with our communities by being transparent and by respecting our donors, suppliers, and colleagues

Gratitude - Gratitude and appreciation guide what we do

- We are grateful to work in an organisation where young lives are being changed.
- We appreciate the generosity of our donors, the support of our colleagues and the respect of our community.

- We are grateful for the love the community demonstrates for our children.

Innovation - Change and creativity are central to who we are

- We empower each other to explore new ways to innovate and change.
- We support medical innovation, and we enable the RCH to break new ground.

Excellence – Beyond best practice

- We hold ourselves to the highest standard.
- We are professionals in our field with a burning desire to pursue excellence.
- Our action orientation coupled with reflective practice drives growth and leads to significant impact for the hospital and our donors.

The RCH Foundation is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

AGREEMENT TO THIS POSITION DESCRIPTION – to be filled out by the successful applicant

Signed for and on behalf of Sue Hunt, Chief Executive Officer

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Ryan Brown
Chief Executive Officer

Signed by the Appointee

(Insert Signature Line in Word for the successful applicant)

Position description last updated

March 2024