Head of People & Culture – Position Description
Non- Award (Contract)

Key role details

Head of People & Culture	
Reports to (position)	Chief Operating Officer
Department	People & Culture
Location	Hurstville – and other SGCH office locations from time to time
Remuneration level	Non-Award Level C
Essential requirements	• Formal tertiary relevant qualifications in human resources management, organisational development, psychology or related discipline • At least 10 years' experience in senior HR/OD management role and a proven track record of providing best practice end to end people services • Coaching accreditation/training • Experience in using people management systems and software • Demonstrated understanding of leading significant enterprise-wide change, strategy and experience in implementing new systems, processes and procedures • A natural relationship builder with stakeholder engagement skills to engage effectively with colleagues at all levels across the organisation (i.e. Executive, Board, Frontline) • Ability to produce high quality reports and deliver presentations to board and executives. • Excellent oral and written communication skills
Desirable skills	• Accredited to use development tools • Knowledge of social housing industry

Position summary

As the SGCH Head of People and Culture, you are responsible for leading strategic enterprise-wide change, implementing SGCH People & Culture Strategy, rolling out the SGCH Integrated Talent Framework, building a values-based inclusive culture, facilitating engagement, and supporting SGCH's overall strategic direction and purpose.

You will be expected to identify priorities and recommend appropriate people management solutions which support business aims, in addition to providing a customer-focused end to end people services. You will provide expert professional advice and support to the Executive Leadership Team, leaders and teams on all aspects of people and employee relations management, which reflects SGCH's strategic outcomes, current employment legislation and best practice.

Specifically, this role will provide guidance, support and coaching to all managers, team leaders and team members on the full employee lifecycle including:
- Strategic Workforce Planning
- Talent Acquisition
- Talent & Performance Management
- Talent Mapping and Succession Planning
- Talent Learning and Development
- Talent Engagement & Recognition
- Policies and Procedures
- Change management
- Diversity, Equity and Inclusion
- Remuneration Framework
- Employee Relations

You will work closely with the Executive Leadership Team (ELT) and other leaders to embed the organisational culture, values and growth initiatives.

You will lead a team of up to 9 employees. You are an experienced leader, and you will provide coaching, mentoring and support across all stages of your team's employee lifecycle to empower, engage and build a collaborative team culture. You are committed to promoting the SGCH values in managing and leading your team.

To work at SGCH, you are committed to achieving operational excellence and working collaboratively to deliver best practice social and affordable housing services. You value making a positive contribution to local communities and our shared vision for great places for everyone.

Your Success Profile

Job Title	
Knowledge – 'What do you know?' • Value and importance of social and affordable housing to individuals and the community • How to lead a collaborative team, working together to deliver People & Culture Strategy • How to coach team members to enhance their skills and capabilities by focusing on individual and team strengths	**Experience – 'What have you done?'** • Formal tertiary relevant qualifications in human resources management, organisational development, psychology or related discipline • At least 10 years' experience in senior HR/OD management role and a proven track record of providing best practice end to end people services • Coaching accreditation/training • Experience in using people management systems and software • Demonstrated understanding of leading significant enterprise-wide change, strategy and experience in implementing new systems, processes and procedures
Behaviours – 'What can you do?' • Deliver outcomes for our customers • Set clear expectations, support team members to deliver and hold team members to account • Have crucial conversations to address challenging and difficult issues with a focus on outcomes that best serve our customers • Support the delivery of high-quality services by working as part of a wider leadership team	**Personal qualities – 'Who you are'** • Enjoy working with a business head and social heart • Committed to the purpose and mission of community housing • Motivated to take on new challenges and drive change • Work with integrity to deliver the best outcomes for customers and the business

Your work as a Head of People & Culture

Our strategic work areas	Your daily work
Vision, purpose and strategy	• Working to achieve our core purpose to connect people to opportunity and collaboratively shape great places through sustainable, safe and affordable housing • Lead a team to deliver great places, thriving people, connected communities • Promoting a sense of purpose and assisting teams across the business to understand the alignment of strategic objectives and priority projects • Managing relationships with stakeholders to ensure a shared focus on delivering high quality services for customers
Customer service	• Promote a culture of respect, courtesy, authenticity and fairness when interacting with customers • Taking responsibility for delivering high quality customer focused services • Keeping customers and stakeholders informed about issues they have raised and seeking feedback to ensure their needs are met
Communications	• Maintains clear and open communications with the Chief Operating Officer, Executive Leadership Team, specifically the CEO, COO, Board and colleagues, relevant stakeholders, to ensure shared purpose and understanding of the People & Culture outcomes.
Partnership and stakeholder management	• Adopting a strategic approach to partnership management, ensuring regular engagement with key partners to ensure arrangements are running smoothly and identify areas to enhance and build the partnership • Build strong working relationships with internal and external stakeholders • Provide direct support to and work in partnership with the Chief Operations Officer and build strong working partnerships with the Chief Operations team and Executive Leadership Team, providing coaching and advice to support people management and leadership across the business
Learning mindset and accountability	• Modelling and encouraging a learning or growth mindset within the team to build a culture of continuous learning, that values evidence and data, constructive feedback and exposure to new experiences • Ensuring accountability across the team by setting clear expectations and goals, building a shared understanding and commitment to deliver and having accountability conversations when expectations are not met • Addressing and resolving team and individual performance, in a timely and effective way

Resource Management	• Identifying resource (financial, staff time) requirements to implement program and delivery outcomes • Resolving and/or escalating resource issues and conflict • Managing external resources including stakeholder management/procurement/ contract management
Self-Management	• Promote and model the value of self-improvement and be proactive in looking for and taking advantage of opportunities to learn new skills and develop strengths • Work flexibly to adapt and respond quickly when situations change • Be open to new ideas, actively seek feedback, reflect and integrate feedback to enhance own performance • Show resilience and ability to work under pressure
Business excellence and innovation	• Make sure team members understand expected performance requirements to achieve organisational outcomes • Identify resource needs and ensure goals are achieved within budget and timeframes • Identify ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	• Understand and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Apply relevant legislation, and updates policies, procedures and frameworks to ensure compliance and drive contemporary best practice. • Ensure the privacy of customer and organisational information is protected
Compliance and reports	• Adheres to all legislative and regulatory regimes and delivers on time, accurate and high-quality reports, papers and presentations to a range of audiences including Board, Executive Leadership Team, Head of Departments, and colleagues
Accountability and risk	• Identify and follow safe work practices, and be vigilant about their application by self and others • Attend workplace health and safety training • Be aware of risks that might impact on the completion of an activity and escalate these when identified • Identify and manage critical incidents in a timely and effective way • Speak out against misconduct and inappropriate behaviour
Information technology	• Use core office software applications such as Microsoft Outlook, Word and Excel • Manage and update information and workflows in our CRM and other applications where required • Comply with SGCH policies on the acceptable use of technology

Our expectations	Your values and behaviours

Top accountabilities	1. Lead the People & Culture team in the implementation of SGCH's People & Culture Strategy, facilitating engagement and supporting SGCH's overall strategic direction and purpose
	2. Implement SGCH's Integrated Talent Framework in the full employee's lifecycle including
	    a. Strategic Workforce Planning
	    b. Talent Acquisition
	    c. Talent & Performance Management
	    d. Talent Mapping and Succession Planning
	    e. Talent Learning and Development
	    f. Talent Engagement & Recognition
	3. Partner with the ELT, Heads of, and other leaders in embedding a values-based culture and growth initiatives
	4. Produce quality evidence-based reporting for SGCH Board committees (People & Culture Committee), and the ELT to inform sound decision-making
	5. Drive improved leader capability, policies and processes through creating tools and frameworks to support the end-to-end people services
	6. Provide strategic people management advice to Board Directors, ELT, Heads of, managers and team members
	7. Develop integrated people analytics and trends by partnering with other teams to show live data (for each function) on retention, performance, engagement, succession, diversity, talent, leave and grievances.
	8. Train all leaders on HR practices and hold them to account for People Management & Development.
	9. Oversee all people related programs i.e. learning and development initiatives, diversity, equity and inclusion programs and staff engagement
	10. Provide professional advice on employee relations management and ensure compliance with all legal, statutory, Industrial Relations, and organisational policy requirements

5 iSARI values	1. Innovation - to find new and better ways of working, to deliver the most impact for our customers and to support us to be a leading community housing business 2. Support - a business environment that is caring and provides support and encouragement to everyone involved in managing, delivering, and using our services. Engagement with SGCH goals

	3. Accountability - being transparent and accountable to our stakeholders for our actions and decisions and being collectively and individually professional in the way we conduct business. Ensuring our professionalism in each everyday action 4. Respect - for the unique contribution of our team members and partners and for customers, whatever their circumstances. Willingness to listen to and gain understanding of others and to work together. Collaborating and innovating through shared learning 5. Integrity - being honest, open, and appropriate in our communications with others, understanding and meeting our governance and management responsibilities. Informed action with discernment
4 vital behaviours	1. 'I speak up' - speaking up and sharing your opinion to lead to great outcomes for yourself, customers, colleagues, and the business. Creating a space for this behaviour by encouraging others to speak up, listen and respond with care and respect 2. 'I make mindful requests' - making sure our requests are mindful, saves time, makes sure tasks are done right the first time and prevents confusion. Mindful requests help you know exactly what you are committing to and improves the way we work together and make a better experience for all our customers 3. 'I ask, "Is there a better way"?' - the process of exploring alternative options to achieve the outcomes we are looking for. We use this commitment to create an opportunity for each of us to learn and develop. It prompts us to think differently, consider multiple perspectives and be creative 4. 'I do what I say I will' - being conscious of the commitments we make to ensure that the things we say we will do are achievable and that we have everything we need to perform a task before we start. Using this commitment helps us to build trust and work together to deliver outcomes for our customers