



Job description

People and Culture Lead



People and Culture Lead

Place of work:	Melbourne
Salary:	Competitive with excellent benefits
Contract type:	Part time 0.6 FTE, 3 year contract
Reports to:	Chief Executive (CE)
Manages:	Nil

Introduction:

WaterAid's vision is of a world where everyone, everywhere has safe water, sanitation and hygiene. Our mission is to transform lives of the poorest and most marginalised people by improving access to safe water, sanitation and hygiene (WASH). WaterAid works with partners to maximise its impacts for policy change/influence.

WaterAid works through supporting local organisations and government authorities to design and demonstrate appropriate and sustainable WASH programs. WaterAid also seeks to influence policy change through government and other key sector actors to secure and protect the right of poor people to safe, affordable water and sanitation services.

Everything we do is shaped by our six values:

- Integrity
- Respect
- Collaboration
- Courage
- Accountability
- Innovation

Job Purpose:

The People and Culture Lead will be responsible for Human Resources. You will support managers to ensure that we get the best out of our 30-strong team based in Melbourne. You will focus on the foundational basics of constructive conversations and focus on ensuring that we are living our values.

In this new role, reporting to the CE, you will be responsible for developing and implementing people and organisational development plans to enable WaterAid Australia (WAAus) to achieve our strategy and goals. With a deep understanding of our organisational strategy and context, you will develop and embed appropriate people and organisational solutions, policies and practices. WaterAid is proud of its values--driven and people--focused culture;; you will help us maintain and strengthen this. You will be supported by the Operational Systems and Support Team and the Executive Assistant. You

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will collaborate closely with the Regional People Lead who supports our three Country Programs (CP) and the People Team in WaterAid UK. You will also engage with the Global People Team.

Key Accountabilities:

- 1. Lead people and organisational development plans, and support managers in the implementation of these plans:**
 - Develop a clear understanding of the people, capacity and structural needs with the Senior Management Team (SMT) and deliver a people and organisational development plan which supports delivery of our ambitious strategy.
 - Coach managers to identify employee learning and career aspirations and agree on effective development plans. Recommend suitable learning methods and develop an annual learning and development plan, supported by learning initiatives from the global people team.
 - Support managers in identifying and maximising potential and drive development through succession planning and individual development planning to meet our skills and capability needs.
- 2. Provide support to the SMT and people managers to enhance our people management processes:**
 - Embed and role-model a strong performance management culture and processes. Coach staff and managers in agreeing on SMART appraisal objectives, holding honest conversations, delivering feedback and recognising success. Hold managers accountable for managing under performance and implementing performance improvement plans where required.
 - In collaboration with business units develop an annual resourcing plan and support and challenge managers to make timely resourcing choices which secure the best talent.
 - Use appropriate, effective and creative recruitment and selection approaches.
 - Ensure new and transitioning employees and volunteers receive a planned, effective and timely induction and exit, and coach managers on their role in delivering this.
 - Work with the CE to build line manager capability and behaviours. Facilitate quarterly People Manager meetings.
 - Bring HR expertise to diagnose the change requirements across structure, people, skills and ways of working.
 - Provide specialist advice and instruction to managers on employee relations issues (i.e. disciplinary, grievance, capability, bullying and harassment) in line with CP policy, Global WaterAid policies and statutory legislation, working with legal providers as needed.
 - Give accurate and appropriate advice, training and support to managers to recognise, respect and enable diversity and inclusion.

3. Systems, processes, and staff engagement

- Manage and continuously improve WAAus reward ensuring an appropriate mix of pay, benefits and non-pay rewards in line with WaterAid's reward principles and national legislation. Contribute to reward benchmarking and coach managers in talking to employees about total reward. Ensure payroll and reward is delivered and communicated effectively.
- Foster high levels of employee engagement, including staff participation in the Global Employee Engagement survey (GEES) and line manager capability, activating GEES action plans. Administer the Employee Assistance Program, Organise Staff Days and Discover WaterAid (induction) sessions.
- Develop and maintain all people policies, processes and administration in line with current statutory legislation and WaterAid global policies (i.e. employment contracts, starters, leavers and change processes) and standards.
- Administer the internal web-based PeoplePlace management system.
- Ensure key officers are in place and have the support needed (fire warden, OHS, EEO, Environmental Officer etc).
- Seek guidance from the Global Security Manager to implement effective security processes and behaviours.
- Collate and accurately analyse people data and metrics for use within the Country Program and organisational wide people reporting.
- Engage with the wider Global People team sharing learning and resources across the network.

Qualifications and Selection Criteria:

Education:

- Professional HR or other relevant qualification is highly desirable

Selection Criteria:

1. Significant HR operational management experience within a team environment. A minimum of 5 years' experience at a senior level handling responsibility for recruitment, employee relations, reward, performance management, employment legislation, change management, organisational design, capacity building, policy design and processes and learning and development.
2. Strong knowledge of HR best practice and innovative new practices focused on strengthening organisational culture.
3. Highly competent in interpreting and applying statutory employment legislation.

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4. Excellent written and verbal communication skills and relationship building skills with ability to collaborate and build professional relationships.

5. A proven team player with ability to plan own work, manage competing priorities and work under pressure when required.

Behaviours

- A passion for and interest in understanding the iNGO sector and WaterAid
- A networker, proactively bringing best practice ideas to the CP
- Strategic thinker able to identify annual People plans
- Ability to consider an issue or opportunity from a wider perspective
- Track record of empowering others and the ability to influence
- Able to evaluate information and apply intuition and strong judgement
- Able to influence and support and challenge senior managers and seen as a credible source of advice
- People and delivery focused, with the ability to plan, organise and flex to competing priorities and deadlines
- Able to consult and also make effective decisions
- Effective and engaging communicator who tailors communications to include and engage different audiences
- Able to promote cross team collaboration and form effective working relationships with people from across the organisation
- Demonstrates WaterAid's values and leadership behaviours
- Willing and able to travel

Summary:

Essential Skills:	Desirable competencies:
<ul style="list-style-type: none"> • People leadership • Training and Facilitation • Coaching • Recruitment • Team building • Excellent written and oral skills in English • Strong IT skills particularly MS Word, Excel and Outlook, with experience of using HR databases, online recruitment tools and Intranets • Analytical thinking and numeracy skills, to produce and distil accurate information and reports. • Adaptability and learning 	<ul style="list-style-type: none"> • Organisation design and development • Performance management • Change management • Skills capacity building • Team building • Leadership development

To Apply:

Please submit an application to EA@wateraid.org.au by 5pm AEST Monday 2 April 2018. The subject line of your email should read “Application – People and Culture Lead”.

Applications for this position must include a resume and a cover letter addressing the above Qualifications and Selection Criteria. Responses should be listed under separate headings.

For any queries not answered in this document please email Karen Palenzuela at EA@wateraid.org.au.

Note: WaterAid is a child safe organisation. WaterAid's recruitment and selection procedures reflect our commitment to the safety of children in all our activities. Criminal record checks will be undertaken for successful applicants for all countries of citizenship and for each country in which the individual has lived for 12 months or longer over the past five years.

WaterAid is committed to welcoming people from the widest possible diversity of backgrounds, culture and experience. Aboriginal and/or Torres Strait Islander people are strongly encouraged to apply. We will make any practical adjustments to enable people with a disability to participate fully in an inclusive working environment. Please let us know if you have a disability and require any special assistance in making your application or attending an interview.