



Position Description

Senior Manager

People & Culture

(Band 7)

Position Title:	Senior Manager People and Culture
Reports to:	Chief Operating Officer
Accountable for:	Member of Senior Leadership Team. Rostering unit as a direct report.
Department:	Administration
Award Classification:	Band 7 (A to D) - <i>Eastern Regional Libraries Corporation Enterprise Agreement No.10</i> 38 hours per week

Your Library Limited is a not-for-profit company limited by guarantee and a cooperative venture of three outer eastern metropolitan councils – Knox, Maroondah, and Yarra Ranges – serving approximately 435,000 residents on the land of the Wurundjeri people of the Kulin Nation.

Reporting to the Chief Operating Officer, this role is ideal for a dynamic, values-driven leader who excels in strategic thinking and effective implementation. The successful candidate will demonstrate strong problem-solving and decision-making skills and possess a thorough understanding of Industrial Relations, Occupational Health & Safety, legislative, and regulatory requirements of a contemporary workforce.

Key Responsibilities

Workforce Development, Employee Relations & Operations

- Develop and implement the organisation's workforce development strategy and workforce planning.
- Provide expert Human Resources advice to the Executive Leadership Team.
- Deliver tailored people solutions and manage staff communications.
- Oversee employee and industrial relations issues.
- Lead change management and cultural initiatives.
- Develop and oversee a professional development program.
- Manage roosting and people management processes.

Continuous Improvement

- Implement continuous improvement and evaluation processes.
- Ensure effective communications and advocacy opportunities.
- Use best practices to identify and meet future service planning needs.

Change & Culture Management

- Develop workplace culture and change management initiatives.
- Embed organisational values into practice.
- Provide coaching and development to the Leadership Team.
- Ensure a diverse, engaged, and empowered workforce.

Policy, Procedure & Reporting

- Develop and review People and Culture policies and procedures.
- Ensure cultural safety and compliance.
- Ensure compliance with safety laws and maintain a safe work environment.
- Escalate workplace accidents and hazards and recommend safety improvements.
- Provide WH&S compliance reports to the CEO.

Judgement and decision-making

- Demonstrate well-developed problem-solving skills to assist work teams in resolving issues and realising opportunities.
- Think creatively to identify, analyse, and provide innovative solutions to service delivery issues.

Specialist knowledge and skills

- Proven experience in human resources, leadership, performance management, coaching, and implementing performance appraisal programs.
- Utilise analytical and investigative skills to develop policy options within an organisation-wide framework.
- Understand the long-term goals of the organisation, its values, aspirations, and the legal and political context in which it operates.
- Demonstrate experience with resource planning, budget principles and practices.

Management skills

- Exhibit strong time management skills, priority setting, planning, and organising own workload and that of direct reports to achieve objectives efficiently within available resources and set timetables despite conflicting pressures.
- Manage the operations and delivery of services through effective support and supervision of staff, including performance management, debriefing, and team development.
- Provide leadership and coordination of services, programs, and projects aligned with the organisation's Corporate Plan and business requirements (such as finance, reporting, risk, etc.).

Inter-personal skills

- Gain cooperation and assistance from stakeholders and other employees.
- Establish and maintain strong relationships with key stakeholders (such as Member Councils, employment agencies) at local, regional, and state levels, including facilitating and leading networks, meetings, and events.
- Proactively participate, lead, and advise internal stakeholders on the needs, development, culture, and engagement of our communities to inform current and future priorities of the Company.

Professional Relationships

Internal and external relationships include (but are not limited to):

Internal	External
Executive Leadership Team Senior Leadership Team Branch Managers & Team Leaders Branch Staff	Knox, Maroondah, Yarra Ranges Councils, Councillors, and staff Local communities and groups (including businesses) of the three-member Councils — both users and non-users of library services Educational institutions & regional organizations. Professional organizations and groups.

Key Selection Criteria

- Tertiary qualification in Human Resources, Business Administration or related field, with relevant training and experience.
- 5+ years of experience in People and Culture with at least three years in a leadership position.
- Expertise in Employee and Industrial legislation, Fair Work compliance and Industry best practice.
- Proven ability to develop initiatives that boost employee engagement, health and well-being.
- Values driven.
- Outstanding written, verbal and interpersonal communication and presentation skills.
- Excellent administrative and IT skills with the ability to multi-task and adapt in a fast-paced environment.
- Experience in a not-for-profit would be beneficial.