

# People and Capability Manager

## Position Description



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<b>Position Title:</b>	People and Capability Manager
<b>Position reports to:</b>	Chief Executive Officer (CEO)
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010
<b>Salary:</b>	SCHADS Level 6
<b>Status:</b>	0.8 FTE to Full-Time Permanent
<b>Location:</b>	Hobart (Coverage: statewide, with some travel required)

### About SASS

The Sexual Assault Support Service (SASS) is a community-based support and counselling service for those who have been affected by sexual violence. SASS offers trauma-informed and evidence-based support, counselling and advocacy for adults, children, young people and families, including both victim-survivors and the people who support them. SASS also offers primary prevention education for schools, organisations, community groups and individuals.

SASS is committed to excellence and creating a psychologically safe space for staff and clients. We respect the different perspectives, approaches and lived experiences of our people and value diversity within our service. We recognise that each of us have a responsibility in creating a positive team environment and actively seek to support each other to provide the best possible service for all members of the SASS community.

SASS is a values-based organisation, and these values underpin the way we work:

- Client-focus
- Sincerity
- Collaboration
- Professionalism

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As an employee of SASS, we will expect you and all staff to be committed to:

- Safeguarding children and young people. You will be required to adhere to the standards set out in our Safeguarding Children and Young People Policy with respect to keeping children and young people safe from any form of abuse.
- Maintaining a safe and healthy work environment by working safely and adhering to all relevant policies and procedures.
- Actively engaging with regular internal and/or external feedback/supervision and professional development.
- Always demonstrating professional workplace behaviours in accordance with SASS's Code of Conduct and consistently adhering to organisational policies, procedures, standards and practices.
- Contributing to feedback and continuous improvement practices both within your own work area along with broader SASS business.

### About the Role

The People and Capability Manager is responsible for developing and implementing people and workforce practices that support SASS to deliver high-quality, trauma-informed services across Tasmania.

The role provides organisational oversight of the employee lifecycle, ensuring effective systems, processes and practices are in place to support staff from recruitment and onboarding through to development, performance management and employee exit. Working closely with the CEO and leadership team, the role combines operational leadership of human resources functions with the development and implementation of workforce initiatives that strengthen staff capability, engagement and wellbeing.

This role supports SASS by:

- overseeing and coordinating the employee lifecycle including recruitment, onboarding, development, performance management and employee exit
- supporting managers in the effective management of staff, employee relations and workplace matters
- ensuring HR systems, policies and processes support consistent and compliant workforce practices
- coordinating workforce learning, development and compliance requirements
- developing and supporting initiatives that strengthen staff engagement, wellbeing and organisational culture providing workforce information, advice and reporting to support organisational decision-making

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### Level of Responsibility

The People and Workforce Development Manager will:

- Work with significant autonomy under the direction of the CEO
- Provide expert HR and IR advice across the organisation
- Lead workforce initiatives and manage priorities across multiple areas of responsibility
- Operate with a high level of professional independence, exercising judgement in complex and sensitive contexts, escalating where risks exceed delegated authority
- Work as a collaborative member of the SASS Team, working collegially with staff to support and encourage high levels of professionalism in the performance of their roles
- Adhere to all SASS policies and procedures, including the code of conduct

### Duties and Responsibilities

Workforce and HR Operations

- Provide professional and timely advice to the CEO and managers in relation to HR and industrial relations matters
- Oversee and coordinate the employee lifecycle including recruitment, onboarding, development, performance management and employee exit.
- Contribute to the design and implementation of SASS's People and Capability strategies.
- Oversee and coordinate the development and implementation of workforce attraction, development and retention strategies
- Oversee SASS's workers compensation and return to work processes.

Information Systems and Technology

- Maintain and continually improve HR systems, records and processes
- Oversee the development of contemporary HR systems and processes including online recruitment and learning management systems
- Contribute to the responsible and ethical use of emerging technologies, including artificial intelligence, within workforce and organisational processes, ensuring appropriate governance, privacy, data protection and safeguarding standards are maintained while supporting opportunities to improve productivity, learning and service effectiveness

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### Workforce Capability

- Coordinate workforce learning and development initiatives
- Maintain oversight of worker screening compliance requirements including training and certifications
- Support managers in identifying workforce capability and development needs

### Workplace Culture and Engagement

- Support initiatives that strengthen organisational culture, staff engagement and wellbeing
- Coordinate staff engagement activities and feedback processes

### Workforce Reporting and Compliance

- Ensure compliance with employment legislation, awards/EAs and organisational policies
- In conjunction with administration function maintain workforce records and HR data systems
- Prepare workforce reports and information for organisational leadership

### Stakeholder and Organisational Leadership

- Provide timely advice, risk escalation and strategic insights to the CEO
- Participate actively in organisational planning and governance conversations
- Ensure effective communication and collaboration with internal and external parties related to workforce matters
- Contribute to peer mentoring, and experience and skill building to build capability within SASS
- Participate in industry and specialist function forums to maintain contemporary practice within SASS and contribute to own professional development.

### Additional Duties

- Perform other duties consistent with the role and classification as directed by the CEO.

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### Qualifications, Training and Experience

#### Essential

- Tertiary qualification in Human Resources, Business, Organisational Development or related discipline
- Demonstrated experience with 2+ years' experience in either a generalist HR management position, functional management or business partnering role
- Knowledge of employment legislation, industrial awards and HR practices and experience supporting managers with employee relations and workforce matters
- Experience with various facets of the employee life cycle, particularly attraction, and selection strategies and the related development of employee communications
- Contemporary use of HR information systems
- Strong interpersonal and communication skills with
- Current Driver's Licence
- Current Working with Vulnerable People Check and National Police Check

#### Desirable

- Membership of a professional HR body such as AHRI
- Experience in the not-for-profit or community services sector
- Experience supporting organisational change or workforce initiatives

#### Attributes and Behaviours

- Ethical and values-based practice
- Collaborative and respectful communication
- Strong professional judgement and integrity
- Commitment to trauma-informed and inclusive practice
- Ability to manage competing priorities
- Commitment to continuous improvement and learning

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### Selection Criteria

1. Relevant qualifications and HR expertise – Tertiary qualification in Human Resources, Business, Organisational Development or a related discipline, or equivalent professional experience, with demonstrated knowledge of contemporary human resource practice.
2. Experience across the employee lifecycle – Demonstrated experience supporting key aspects of the employee lifecycle including recruitment, onboarding, performance development, employee relations and workforce compliance.
3. Experience working with employment legislation and industrial frameworks – Sound knowledge and practical experience working with Australian employment legislation and industrial instruments, with the ability to engage with external specialists and provide practical advice to managers on workplace matters and employee relations.
4. HR advisory and relationship management skills – Strong interpersonal and communication skills with the ability to build effective working relationships and provide clear, practical workforce advice to managers and staff, including the ability to resolve conflicts and grievances and have difficult conversations.
5. Workforce capability and organisational development initiatives – Experience supporting workforce learning and development, staff engagement initiatives, or organisational development activities.
6. Organisation, judgement and problem solving – Ability to manage multiple priorities, exercise sound judgement in sensitive workforce matters and work with a high level of professional independence while escalating issues where required.
7. HR systems and workforce reporting experience – Experience using HR information systems and workforce data to support recruitment, workforce compliance, reporting or organisational decision-making.
8. Experience administering workers compensation and return to work programs, with the ability to collaborate with relevant parties to implement such programs.
9. Sector or professional knowledge – Experience working in the not-for-profit, community services or human services sector
10. Membership of a professional HR body such as AHRI.