



POSITION DESCRIPTION

People & Culture Manager

Title	Position Overview
People and Culture Manager	<p>The People & Culture Manager (PCM) serves as the central liaison and leadership role in Disaster Relief Australia for the coordination and development of volunteer-experience, culture and human resource functions for the organisation and its overall volunteer base.</p> <p>Reporting to the EGM of Services, the PCM has responsibility for building and managing all Human Resource (HR) activities and projects to ensure compliance with relevant legislation. The role is responsible for implementing HR best practice across the organisation to enhance workforce capability and culture.</p> <p>The PCM will be responsible for planning, organising and leading DRA in the provision of specialist advice on HR matters including but not limited to recruitment, remuneration & employment benefits, training & development, performance management, employee relations, policy interpretation and budget development.</p> <p>The PCM will also lead and manage a small group of professional volunteers dedicated to supporting HR and membership functions, to achieve the organisation's strategic goals.</p> <p>The position provides leadership and operational expertise to the Senior Management team on all people related matters including performance management, organisational design and development, engagement, reward and recognition, HR Systems, reporting and consultation and change management.</p> <p>The PCM will lead and manage technical aspects of membership including administration of the volunteer management system (currently 'Muster') and the interface with volunteers regarding their application, screening, and induction into DRA.</p> <p>The PCM will continuously foster a positive and mutually supportive culture of service volunteerism within the organisation, leading the collection and evaluation of feedback, talent identification and promotion of professional development.</p> <p>As an integral member of the Leadership Team, the ideal PCM candidate will be highly skilled, with significant experience leading a team of professionals in a national, multi-site and jurisdictional environment, with demonstrated experience in implementing and managing industrial relations frameworks and strong experience in workforce planning in complex environments.</p>
Reports to	
Executive General Manager - Services	
Direct Reports	
Human Resources Administration Coordinator	
Muster Administration Coordinator	
Indirect Reports	
Membership Coordinators	

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They will be a positive vanguard for DRA Culture and Values, whilst ensuring alignment with DRA’s mission and indirectly supporting continued operations.

Key Relationships

- National Administration Team
- National Welfare Team
- National Communications Team
- National Training Team
- National Safety Team
- National Technology Team
- Disaster Relief Team Managers (DRTMs) and Leadership teams
- General Manager of Disaster Relief Teams (GMDRT)
- Deputy GM of Disaster Relief Teams

Roles and Responsibilities

- Lead continued development of organisational culture and staff & volunteer engagement strategies.
- Support and advise the Executive Team on organisational change management, providing advice and support to the wider organisation.
- Ensure the HR lifecycle of staff and volunteers is managed in accordance with external standards as well as what works for DRA and advise senior leadership on staff attraction and retention strategies, including:
 - Support recruitment of staff and contractors as required in conjunction with relevant Department leaders.
 - Facilitate the administration and governance of staff and contractor agreements within the organisation and support the onboarding and retention of volunteers.
 - Lead membership in ensuring that volunteers are onboarded, screened, inducted and motivated to progress into fulfilling volunteer pathways across the organisation.
- Manage and develop technical aspects of membership including administration of the volunteer management system (currently ‘Muster’)

Measures of Success

The People and Culture Manager will be responsible for meeting Key Performance Indicator (KPI) standards on a case-by-case basis and be subject to a bi-annual performance review by the EGM - Services

KPIs will be developed and agreed upon prior to being implemented.

Duties and responsibilities within this Position Description may change from time to time in consultation with the EGM – Services.

and the interface with volunteers regarding their application, screening, and induction into DRA.

- Manage or advise on relations matters, managing grievance and misconduct claims in accordance with DRA policy, including end to end investigations, liaising with representative bodies as required, ensuring that all outcomes are followed up, reported, recorded and closed out appropriately.

- Develop and maintain employment-related policies and procedures and ensure their consistent implementation across the organisation, in coordination with DRA Leadership.

- Develop, deliver, implement and maintain an HR information management system and approach that supports the organisation’s cultural requirements, ensures compliance and identifies and manages risks and issues.

- Assist the Executive Team to ensure the organisation complies with its obligations under applicable workplace legislation.

- Monitoring & moderation of internal communications platforms, including social channels, to ensure representatives of DRA interact and conduct themselves in a professional, constructive and respectful manner.

Delegations

- Expenditure authority: As per organisational policy
- Authority to recruit paid and voluntary staff where requested.
- Admin rights to relevant systems & platforms.
- SharePoint Access to Operational & Departmental Drives.
- Donesafe Administration.

Roles and Responsibilities (General)

- Ensure all employment-related documentation is compliant and fit for purpose.
- Undertake administrative tasks relating to the role and / or the team.
- Prepare reports and undertake any other tasks as required.

All staff have a responsibility to:

- Develop and maintain a good knowledge of DRA policies.
- Represent DRA in a positive and effective manner.
- Attend and contribute actively and constructively at team meetings.
- Maintain appropriate records, assist with office and system administration.
- Seek opportunities for personal and professional development, particularly related to the role and teams specific areas of responsibility.
- Respond to requests by members and staff in a knowledgeable, professional, constructive and respectful manner.
- Provide accurate and timely data and information for reporting, fundraising and communications purposes.

Authorised By

Markus Bucy

Agreed By

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Email Address Required	Y	Credit Card Required	N	Business Card Required	Y
Laptop Required	Y				

Desired Experience and Background

- € Minimum AQF 6 Tertiary qualifications in Business, Human Resources or a related discipline
- € Strong transformational change experience in the areas of culture, workforce strategy and innovation
- € Substantial experience in providing high level strategic and operational leadership within a large and complex organisation
- € An ability to work collaboratively with executive peers and demonstrate a united approach to leadership
- € Ability to appreciate and drive the importance of Culture in the workplace
- € Highly developed interpersonal and communication skills
- € Experience in staff development, management and leadership initiatives
- € Experience working in the defence and/ or emergency management community highly regarded

Desired Competencies

- Office 365 (Outlook, SharePoint, Excel, Word, PowerPoint) – Intermediate to advanced
- Knowledge of HR Information Management Systems
- Knowledge of Volunteer Management Systems
- Knowledge of and ability to report using Data Analytics and Applications

Training Requirement

- € DRA Core Ops and enrolment at “Deployment Ready” stage.
- € Role-specific training related to DRA Volunteer Management Systems (VMS) and technology platforms.
- € Exposure to and involvement in an operational deployment.

Commitment Expectation

Full-time 38 hours per week
Work Location: Adelaide, SA
Ability and willingness for limited amounts of interstate travel