

## POSITION DESCRIPTION

Position	Head of People and Culture
Job type	Salaried
Hours of work	Part time up to 22.5 hours per week
Reporting to	Chief Executive Officer
Appointed by	Chief Executive Officer
Updated	March 2025

### About us

At Girl Guides Victoria, we believe in the power of girls to make a positive difference. For over 100 years, we've created a space where Guides (aged 5-17) can be themselves, feel valued, and find a sense of belonging. Every girl deserves the opportunity to explore who she is and what she can achieve. Connected globally to over 10 million members in 150 countries through Girl Guides Australia, we offer local, national, and international community involvement. Guides learn by doing, with every activity offering a new personal adventure.

### About this role

The Head of People and Culture is responsible for leading HR strategies, fostering a positive and inclusive work environment, and ensuring compliance with workplace legislation. This role supports employee well-being and development, aiding in workforce resourcing and building of functional teams. The Head of People and Culture plays a crucial role in assisting the CEO to maximise the human capital at GGV to meet organisational goals and strategic aims. This position is part of the Executive leadership team at GGV.

## KEY RESPONSIBILITIES

### Culture and People

- **Cultural leadership:** Shaping the organisation's culture to reflect its values and mission by fostering an inclusive work environment.
- **HR strategy and planning:** Develop an understanding of current and future organisational needs and develop an organisational strategy that aligns with GGV's needs and objectives.
- **Employee engagement and well-being:** Implement initiatives to create a work environment that supports employees' physical and mental well-being.
- **Organisational design:** Evaluate GGV workforce structure and design to achieve GGV goals through workforce planning and talent management strategies.
- **Legal compliance and risk management:** Ensuring that HR practices comply with workplace laws and regulations. Manage HR-related risks and legal matters to protect the organisation.
- **Manage relations:** Oversee workforce relations matters, including conflict resolution and disciplinary actions, in accordance with GGV's policies and procedures and legal requirements

- **Diversity, equity, and inclusion:** Enforce policies that prevent discrimination and promote equal opportunities for all our GGV workforce.
- **Training and development:** Oversee learning and development programs that enhance employee skills, career growth, and leadership development.
- **Data and analytics:** Review HR metrics and analytics to measure the effectiveness of HR programs and make data-driven recommendations to improve HR processes.
- **Employee Lifecycle Management:** Develop and implement strategies for recruitment, rewards and employee retention
- **Performance management:** Manage performance appraisal cycle to ensure continuous employee development and alignment with organisational goals. Provide coaching and support to managers on performance-related issues.
- **Policy implementation:** Lead and manage organisational change initiatives and policy implementation. Communicate changes effectively to all stakeholders.
- **HR technology:** Oversee the implementation and management of HR technology systems to improve efficiency and onboarding management for child safe compliance.

### People Management

- **Risk Management:** Build and maintain a systematic approach in managing risks to health and well-being across all GGV operations, including volunteer personnel. This includes the development of policies and related material.
- **Legal compliance and risk management:** Ensuring that all GGV environments comply with relevant HR laws and WHS regulations. Complete regular audits and manage people-related risks and legal matters to protect the organisation.
- **Training and development:** Oversee learning and development programs that enhance GGV management to oversee direct reports and performance matters.
- **Incident / complaint Management:** Oversee incident and complaint reporting when it involves Adults in Guiding matters escalated as a serious HR matter and lead internal investigations as required to resolution.
- **Injury Management:** Manage all workplace-related injuries and workers' compensation matters with insurers and injured parties. Manage non-work-related health matters that may impact organisational performance and pose a risk to GGV.
- **Data and analytics:** Review audits and surveys to measure the effectiveness of culture and well-being programs and make data-driven recommendations to improve.

### Other Matters

- **Relationships:** Maintain high-quality relationships with other Heads of Department, GGV Executive Board, and Guiding Management team, as well as other Australian Guiding organisations and applicable Federal & State regulators.
- **Providers:** Engage and manage GGV suppliers' relationships, particularly overseeing payroll (outsourced) and EAP to maximize benefit to GGV in terms of service and cost.

<b>ORGANISATIONAL KEY RESULT AREAS</b>	
Values, Culture and leadership	Consistently display and demonstrate GGV values Promote a positive and supportive work environment
Child Safe Child Friendly	GGV is a Child Safe organisation and all employees and volunteers adhere to the Child Safe Framework, the Victorian Child Safe Standards and the Reportable Conduct Scheme.
Best practice	At all times act in accordance with GGV's organisational policies and procedures Take responsibility for ongoing development to ensure adherence to relevant professional requirements
Risk management	Take reasonable care for the health and safety of themselves and others. Report any hazards and/or incidents observed in the workplace and/or at external events Proactively ensure a safe operating environment by adhering to all WHS requirements Ensure that GGV is compliant with Privacy and related legislation
Adaptability and initiative	Show resilience in adapting to changing circumstances Respond positively and accommodate changes to internal processes Suggest ways to promote better systems and processes and service delivery Employ innovative thinking about ways to achieve organisational goals.
Data management	Ensure proper documentation is kept and filed in a timely and efficient manner Ensure data is captured accurately and is up-to-date across all relevant systems
Teamwork	Work collaboratively with other team members, both staff and volunteers Be supportive of other team members particularly during busy periods Be willing to go above and beyond to get a task completed Be prepared to represent GGV as a member of the team as required Be flexible to work outside normal hours as may be required as is the ability to travel regionally Perform other duties as directed and consistent with skill levels, competence, and training

## KEY SELECTION CRITERIA

- 7 – 10 or more years of experience in a managerial or senior HR position
- Bachelor's degree in Human Resources Management, Organisational Psychology or a related field.
- Strong understanding of Australian labor laws and HR best practice
- Experience in implementation and review of SOP and HR policies and procedures
- Ability to foster healthy employee relations and engage statewide volunteer cohort
- Knowledge of Victorian child safe standards and OHS laws and practice of these in people management

## Desirable

- Practical experience with Employment Hero and Applicant tracking systems

- Australian HR Institute (AHRI) certification, such as the Certified Practitioner HR (CPHR) or Senior Certified Practitioner HR (SCPHR)

## **OTHER REQUIREMENTS**

Girl Guides Victoria has a zero-tolerance approach to the abuse or neglect of children. Girl Guides Victoria is a Child Safe organisation, and all employees must adhere to the Girl Guides Australia Child Safe Child Friendly Framework, National Child Safe Principles, and the Victorian Child Safe Standards.

An offer of employment is conditional upon:

- Right to work in Australia
- Provision of 2 referees
- Completion of onboarding child safeguarding training
- Agreeing to abide by our Child safeguarding commitment and other policies
- Holding a National Police Check to GGV standards
- To have or obtain a valid Employee Working with Children Check.
  - Failure to maintain to have a current Working with Children Check during your employment will result in termination of employment