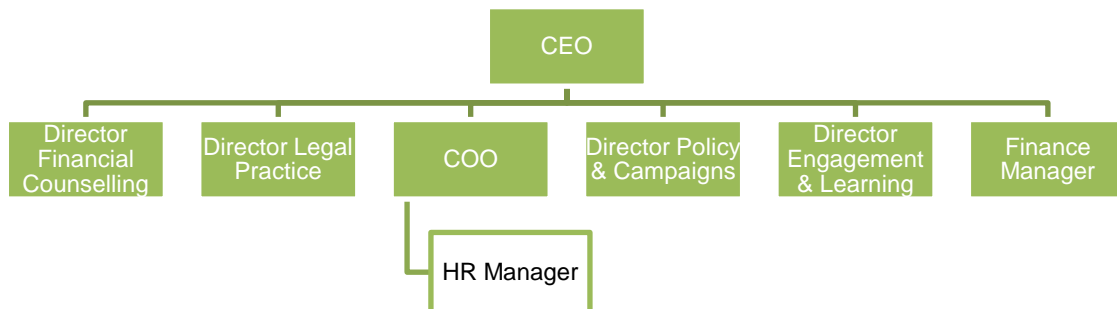


Position Description

Position	<i>Human Resources Manager (HR Manager)</i>
Reports to (position title)	<i>COO</i>
Purpose:	<i>The HR Manager provides human resources management and activities, and supports the COO to build a team culture at Consumer Action that is collaborative, respectful and promotes wellbeing, and that adapts to the changing needs of the communities we serve.</i>
Direct reports:	<i>o</i>
Indirect reports:	<i>o</i>
Scope	<i>Supports COO and Directors, plus other people managers. Works across entire organisation to strengthen culture and human resources management. 50-55 employees (full-time, part-time, fixed term and permanent).</i>

Organisation chart:



Key Accountabilities/Responsibilities:

Together with the COO, the HR Manager delivers Human Resources Management at Consumer Action (excluding payroll management):

- Work collaboratively with leaders across the organisation to support culture that is collaborative, respectful and promotes wellbeing, in support of Consumer Action’s vision and purpose.
- Support and advise the COO on people management issues covering legal, compliance and employee wellbeing.
- Together with the COO, champion diversity, inclusion, equity and belonging across Consumer Action, including through management of internal committees and events.
- Promote attention to employee wellbeing through the provision of training, vicarious trauma debriefing, Wellbeing Framework.
- Together with the COO, manage OHS at Consumer Action and, in collaboration with the COO and OHS team, coordinate safety compliance, including supporting staff in WFH safety and business continuity planning.

- Oversee non-executive recruitment processes including interviewing, staff selection, induction development (including mentoring and coaching) and administration.
- Proactively identify, develop, maintain and update policies and procedures to meet Consumer Action's compliance obligations and to contribute to implementation of sound, lawful and innovative human resources practices.
- Identify and keep management informed on relevant industrial and human resources legislative updates.
- Manage the staff Development and Review program, supporting managers with implementation and maintaining training register so that Consumer Action staff can access a range of quality training to support their work towards the Centre's vision and purpose.
- Support the Directors with organisational development initiatives such as review of position descriptions, strengthening of leadership skills and administering the biennial Staff Engagement Survey.
- Act as a general resource for people managers and staff regarding human resources related concerns including assistance with complaints and conflict resolution.

Qualifications/Experience/Specialist Skills:

- Tertiary qualifications in Human Resources, or other relevant discipline; or equivalent experience.
- Experience as a Human Resource Manager.
- Experience working in a Human Resources function in a mainstream organisation employing First Nations staff will be an advantage.

Competencies

- Interest in and commitment to social justice issues, in particular in a community sector/NFP setting.
- Demonstrable high level of cultural competence and familiarity with all aspects of diversity, inclusion, and provision of a culturally and psychologically safe workplace.
- Sound organisational and time management skills with demonstrated ability to work autonomously and to manage competing priorities.
- Coaching and active listening skills and the ability to support managers in counselling employees.
- Skills in conflict resolution.
- High level of insight into organisational processes and influences.
- Proactive and flexible working style.

