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| POSITION TITLE: | Head of People Operations | CLASSIFICATION: | Band 8 |
| REPORTS TO: | Manager - People, Culture & Safety | DIRECTORATE: | Organisation Capability |
| DEPARTMENT: | People, Culture & Safety | TEAM: | People Operations |

OUR STRATEGIC CONTEXT



PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.


HOW YOUR ROLE CONTRIBUTES

The Head of People Operations (HPO) plays a critical role in shaping our HR service delivery, leading a dedicated team to provide essential people services. This includes overseeing payroll, managing the employee lifecycle, ensuring compliance with our Enterprise Agreement, and maintaining data integrity. As a thought leader in HR practices, the HPO will drive continuous improvement initiatives that enhance operational efficiency, allowing employees to focus on their core responsibilities. This role is pivotal in collaborating with HR leadership and department heads to align strategies that promote a positive workplace culture and effective people management.

| RESPONSIBILITIES | KEY OUTCOMES |
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| Payroll | <ul style="list-style-type: none"> ➤ Lead the payroll team to ensure accurate and timely payroll processing for all employees. Establish best practices and standard operating procedures to enhance efficiency and accuracy while promoting a culture of continuous improvement. ➤ Drive the overhaul of the payroll system in collaboration with IT and external vendors. Gather stakeholder requirements to design and implement a new solution that meets organisational needs and ensures a smooth transition from the old system. ➤ Ensure compliance with all relevant legislation, including the Fair Work Act and the Enterprise Agreement. Stay updated on payroll regulations and implement necessary policy changes in the system. Conduct regular audits to ensure accuracy and legal adherence. ➤ Authorise and oversee fortnightly pay runs, ensuring accurate calculations and compliance with legislation. Address discrepancies in payroll data before processing, working closely with the finance team to resolve issues and ensure correct deductions. ➤ Develop and maintain payroll reports in the new system to provide insights into costs, trends, and compliance. Use data analytics to identify improvement areas and make informed recommendations. Present key metrics to senior management to support strategic decision-making. |
| P&C and OHS Administration | <ul style="list-style-type: none"> ➤ Oversee all aspects of People & Culture (P&C) and Occupational Health and Safety (OHS) administration, including workflows, documentation, and compliance. Ensure tasks are executed accurately and efficiently, maintaining clear records and adherence to company policies. ➤ Centralise the management of employment contracts, variations, and terms and conditions, ensuring compliance with legal requirements. Regularly review and update all P&C templates, including employment contracts and employee letters, to reflect changes in legislation and best practices. Lead initiatives to digitise HR processes, promoting accessibility and compliance with data retention standards. ➤ Establish reporting mechanisms to monitor P&C and OHS activity, including volumes and trends. Provide insights that enhance decision-making and operational effectiveness through innovative practices. |

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| | <ul style="list-style-type: none"> ➤ Team act as the first primary contact for resolving operational issues within P&C and OHS. Collaborate with stakeholders to ensure adherence to policies, addressing concerns promptly and fostering accountability. ➤ Identify and implement opportunities for process improvement and automation within P&C administration to enhance efficiency and reduce manual workload. ➤ Provide training and support to P&C team members and stakeholders on administrative processes and policies. Promote continuous learning to ensure team members are equipped with the necessary skills. |
| <p>Reporting, Analytics and PC systems</p> | <ul style="list-style-type: none"> ➤ Establish and oversee reporting and analytics for P&C and OHS across the employee lifecycle, utilising tools like Power BI to create comprehensive dashboards that provide insights into key metrics. ➤ Serve as the Subject Matter Expert (SME) for P&C systems, ensuring data integrity and robust reporting capabilities that support informed decision-making. ➤ Liaise with external providers and collaborate with the technology team to lead upgrades and modifications of HR information systems, ensuring they function as reliable primary sources of employment information. ➤ Develop standard processes for data entry and maintenance to ensure accuracy and facilitate audits, enhancing the overall quality and reliability of P&C data. ➤ Coordinate monthly P&C reporting, manage State of the Org and end-of-year reporting, ensuring the accuracy and integrity of data. Develop self-serve reporting capabilities for key stakeholders to enhance accessibility to insights. ➤ Regularly update stakeholders on system upgrades or changes, ensuring effective utilisation of HR systems and fostering collaboration across departments. ➤ Conduct regular assessments of HR systems and processes, identifying opportunities for improvement and implementing best practices to enhance efficiency and effectiveness. Maintain a comprehensive understanding of key people metrics to inform stakeholders and recommend opportunities for enhancement. |
| <p>Compliance, Policies & procedures</p> | <ul style="list-style-type: none"> ➤ Develop, maintain, and embed People & Culture (P&C) policies and procedures, ensuring they are up to date and collaborate with P&C team to ensure training is provided to managers for effective implementation. ➤ Oversee the continuous review of P&C policies to reflect changes in legislation and best practices, maintaining an accessible and regularly audited policy database. ➤ Provide guidance on P&C policies to managers and employees, ensuring clarity and consistency in their application across the organisation. ➤ Manage P&C compliance processes to ensure accuracy and timely completion across the employee lifecycle, focusing on areas such as Working with Children Checks (WWCC), police checks, and qualifications. ➤ Maintain expert knowledge of employment contracts and relevant HR legislation to ensure compliance with federal and state requirements, staying updated on any changes. ➤ Ensure that processes for visa and right-to-work documentation are consistently compliant with legal standards and organisational policies. |

KEY WORKING RELATIONSHIPS



Direct reports: 1 x Coordinator Payroll; 2 x Payroll Officer; 1 x People Operations Advisor; 1 x OHS Business Support Officer, 1 x Child Safety Advisor

Internal: P&C team, Manage and Directors, all Stonnington employees, IT, and Finance

External: Payroll and HR System Vendors, Regulatory Bodies, Training providers, Industry networks

REQUIRED SKILLS AND COMPETENCIES

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| <p>Qualifications, skills, and experience</p> | <ul style="list-style-type: none"> » 5-10 years’ experience managing HR Operations, including Payroll operations, HR Administration, Reporting & Analytics, Compliance and Policies » Experience leading the development of best practice process, governance, and compliance programs. » Experience in delivering HR projects. Proven success in leading change » Exceptional conceptual, analytical, and problem-solving skills with a high attention to detail combined with a strong customer focus. » Proven experience in analysing HR data to inform decision-making, improve processes, and enhance employee experience. Strong Excel skills, and comfort with data analysis and reporting. Naturally tech savvy with experience managing HR systems, and Power BI » Successful leadership experience, leading a diverse team. » Able to demonstrate critical thinking to ensure accuracy, identify opportunities for improvement and understand the business implications of decisions and processes. » Exceptional verbal and written communication and presentation skills with excellent self-organisation skills. » Able to build relationships, credibility, and influence at all levels of the organisation and with key external stakeholders. » Well-developed organisational and time management skills with the ability to plan workload, prioritise and meet deadlines. » Solution-oriented with a practical approach, able to quickly adapt to new HR digital tools and technologies, and drive change across the organisation. » Able to work autonomously, taking ownership of tasks and projects, while ensuring effective follow-through and accountability. » Local Government Knowledge: Experience in local government settings is advantageous. » Licensing and Background Checks: Current Victorian driver’s licence, ability to complete a satisfactory police check, and a current Working with Children Check (WWC). |
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WHAT WE ARE ALL RESPONSIBLE FOR



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| <p>Workplace Health, Safety and Wellbeing:</p> | <p>We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.</p> |
| <p>Diversity, Equity, and Inclusion:</p> | <p>We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.</p> |
| <p>Code of Conduct:</p> | <p>We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.</p> |
| <p>Service Promises:</p> | <p>We Empathise We are Responsive We are Transparent We are Consistent We Follow Through</p> |
| <p>Safeguarding Children and Young People:</p> | <p>We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.</p> |
| <p>Sustainability:</p> | <p>We’re committed to a sustainable Stonnington, working together with our community to create a healthy future for us all.</p> |

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| <p>Review date:</p> | <p>November 2024</p> |
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