

# POSITION DESCRIPTION



## Part A - Role Specification

<b>Role Title:</b>	Senior Manager, HR Operations	<b>Date last reviewed:</b>	March 2023
<b>Business Unit:</b>	People & Environment	<b>Department:</b>	HR Operations
<b>Classification:</b>	Salaried	<b>Level of Work:</b>	N/A
<b>Role Reports to (role title):</b>	General Manager People & Environment		
<b>Direct Reports (role titles):</b>	Payroll Manager, Talent Acquisition Manager, Reward Manager and HR Systems Specialist		

### Unique Value Add *(Succinct statement of why the role exists; the purpose)*

Provide effective and efficient Group-wide HR operations and practices that deliver for the business and ensure we are market competitive, achieve our goal of becoming No 1 employer and meet our legislative obligations.

### Health and Safety Accountabilities

- Takes personal responsibility for their own safety and that of others and ensures their work environment and practices are safe.
- Perform their duties in accordance with the RAA Work Health and Safety and Injury Management Roles and Responsibilities Procedure specific to the defined level of work.

### Key Result Areas *(Outcomes of the role and the desired behaviours to be exhibited in the role)*

KRA	Accountabilities (3 - 5 key accountabilities per KRA) <i>EG. Conduct analysis of the "Grade of Service" targets and provide monthly reports.</i>
Leadership	<ul style="list-style-type: none"> <li>• Provide effective leadership of the team including providing regular team member reviews and development priorities aligned to eCDP planning and cycle reviews.</li> <li>• Ensure clarity of direction, roles, responsibilities and work programs for all staff fully utilising our people management practices.</li> <li>• Foster collaborative working relationships within P&amp;E and across the RAA Group, leading the team to collaborate with full commitment to the business and each other to meet the business goals.</li> <li>• Understand and contribute to business and P&amp;E strategic directions, business improvement, innovation and operational efficiency and effectiveness objectives.</li> <li>• Create opportunities to live the RAA values to foster and nurture culture and drive strong team engagement and performance</li> <li>• Drive a positive safety culture by valuing safety and demonstrating safety leadership.</li> </ul>
Planning, Budget & Management	<ul style="list-style-type: none"> <li>• Lead the planning, development and implementation of annual business plans and budgets that are agreed to by the General Manager People &amp; Environment.</li> <li>• Maintain a sound understanding of legislative and compliance matters and ensure all tasks performed meet these requirements. Monitor legislative changes impacting on the Department and develop implementation plans identifying business and financial impacts.</li> <li>• Establish and work towards the fulfilment of team targets and staff</li> </ul>

<b>Key Result Areas (Outcomes of the role and the desired behaviours to be exhibited in the role)</b>	
<b>KRA</b>	<b>Accountabilities (3 - 5 key accountabilities per KRA)</b> <i>EG. Conduct analysis of the "Grade of Service" targets and provide monthly reports.</i>
	<p>development plans.</p> <ul style="list-style-type: none"> <li>• Ensure that the Department operates within annual expenditure budgets.</li> </ul>
Talent Acquisition and Onboarding	<ul style="list-style-type: none"> <li>• Develop, manage and continually improve talent acquisition practices to ensure the best talent can be sourced to meet the current and future needs of the business. Relentlessly finding new talent sources to meet critical needs to get the best, diverse people with speed.</li> <li>• Ensure the Employer Brand has maximum impact by integrating it into end to end talent acquisition processes.</li> <li>• Keep abreast of changing candidate expectations and market practices to ensure RAA provides a winning experience and is well positioned to compete for talented people.</li> <li>• Develop an effective network of recruitment partnerships.</li> <li>• Ensure best of breed on-boarding process and induction.</li> </ul>
Reward Management	<ul style="list-style-type: none"> <li>• Design and continuously improve a total reward approach to achieve the agreed attraction and retention objectives and ensure regulatory compliance including: <ul style="list-style-type: none"> <li>○ a framework/s for fixed remuneration to provide a competitive market position, and</li> <li>○ the design and management of the annual variable reward program.</li> </ul> </li> <li>• Ensure benefits (including the employer superannuation fund) remain attractive based on employee penetration, frequency of use and/or perceived value by employees.</li> <li>• Facilitate external services to maximise and promote employee monetary/non-monetary benefits as part of the remuneration package.</li> </ul>
Employment Conditions	<ul style="list-style-type: none"> <li>• Employee Relations <ul style="list-style-type: none"> <li>○ Work with the business to establish the employment frameworks (e.g. Industrial instruments, contractual commitments etc.) needed to get the value needed from and for employees and ensure compliance through implementation of related policies and practices.</li> <li>○ Keep abreast of changes to workplace relations, anti-discrimination and Equal Opportunity and other relevant legislation and ensure RAA compliance through effective implementation of related frameworks, policies and practices.</li> <li>○ Build an effective partnerships with external legal provider/s in collaboration with HR Business Partnering.</li> </ul> </li> <li>• Policies <ul style="list-style-type: none"> <li>○ Develop, maintain and review HR related policies and procedures and ensure communication and education of significant changes occurs across the business.</li> <li>○ Implement a policy framework that provides an overarching structure that guides how policies and procedures will be developed, approved, communicated and reviewed.</li> </ul> </li> </ul>
Payroll Service and Systems	<ul style="list-style-type: none"> <li>• Deliver on-time, accurate and legislatively compliant payroll service to the RAA Group and AANT maintaining data integrity and confidentiality.</li> <li>• Oversee the management of all wage/ salary reviews and variable reward program outcomes.</li> <li>• Establish mechanisms to gain customer feedback to ensure</li> </ul>

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	<p>expectations are being met or exceeded.</p> <ul style="list-style-type: none"> <li>• Maintain and deliver accurate payroll data for ATO &amp; other government bodies reporting i.e. Bureau of Statistics.</li> </ul>
HR Systems	<ul style="list-style-type: none"> <li>• Ensure HR systems meet the business needs, support business scale, maximise productivity and provide employee data insights to inform decision making and performance.</li> <li>• Continuously improve and/or replace systems partnering with IS to develop future system roadmaps (including the automation of repeatable and predictable activity).</li> <li>• Develop effective business relationships with system vendors.</li> <li>• Ensure the integrity of the data and system configuration (e.g. user set up, permissions etc.).</li> </ul>

**Key Authorities (A summary of delegated authorities needed to effectively fulfil the role accountabilities)**

**People (Authorities to manage people relationships)**

**Authority for Direct Reports**  
This role has **Manager Authority** for all direct reports reporting to this role.

**Financial (Authorities to spend money)**

- Authority to spend up to \$100,000 for approved operational and capital expenditure and up to \$10,000 unbudgeted. For others refer to RAA Group Delegation of Authority Policy and Schedule

**Technology/System/Process (Authorities to access and use IT systems, undertake certain processes)**

- Access to CHRIS 21 to view employee records
- Access to FinanceOne for enquiries on cost centre expenditure and budget creation

**Part B - Person Specification**

**Qualifications (Indicate whether mandatory or desired)**

- Tertiary qualification in Human Resources or related field (Mandatory)
- AHRI Membership (Desired)

**Skills and Abilities (Individuals capabilities, include level of proficiency)**

- High level leadership and people management skills including developing high-performing teams
- Intermediate skills in MS Office suite
- High level relationship building (business partnering) skills
- Well-developed written and verbal communication skills.
- Well-developed negotiation and conflict resolution skills
- Well-developed change and project management skills

- Sound data analysis skills to provide insights and enable business decision making.
- Sound planning, organising and implementation skills.
- Ability to coordinate and delegate tasks as required

**Knowledge (Factual or procedural information needed to perform in the role)**

- Strong knowledge of employment related legislation
- Strong knowledge of contemporary industrial and employment relations practices (including the requirement for conducting high level workplace disciplinary and other investigations).
- High level of knowledge in best practice in HR operation fields
- Strong knowledge of contemporary people management practices
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**Experience (The minimum amount of experience required to perform in the role)**

- Proven experience in managing a multi-discipline team or similar people leadership experience
- Proven experience working in the Human Resources field in a generalist capacity
- Experience managing an internal recruitment function preferable
- Proven experience in managing projects

<p><b>Reviewed by:</b>  <b>Name:</b> Melanie Rudloff  <b>Role Title:</b> Senior Manager HR Business Partnering</p>	<p><b>Date:</b> 27/3/23</p>
<p><b>Approved by:</b> Belinda Vivian  <b>Name:</b> <b>Role Title:</b> General Manager People &amp; Environment</p>	<p><b>Date:</b> 27/3/23</p>