

# Position Description

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<b>Position title:</b>	<b>Manager People and Culture Services</b>
Position number:	183
Group:	People, Safety and Culture
Reports to position title:	Head of People, Safety and Culture
Number of direct reports:	<input type="checkbox"/> Nil <input type="checkbox"/> 1 - 3 <input checked="" type="checkbox"/> 4 - 6 <input type="checkbox"/> 7 - 9 <input type="checkbox"/> 10 +
Range or classification:	Pay Point 31 - 38
Approved:	June 2026

## About the Group

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The People, Safety and Culture Group leads the development of Council’s people, capability and organisational design to meet the current and future needs of the City of Clarence. The Group provides strategic leadership across Council and delivers key operational services including workforce planning, payroll, work health and safety, injury management and emergency management. Through a focus on capability, safety, wellbeing and culture, the Group enables a high-performing organisation that supports the achievement of Council’s strategic objectives.

## About the Role

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The Manager People and Culture Services provides enterprise-level leadership of Council’s People and Culture function, delivering integrated workforce, culture and organisational capability outcomes. The role contributes directly to whole-of-Council strategy, performance and community outcomes through the design and delivery of contemporary people practices.

Working closely with the Head of Group, other managers in the Group, Executive and senior leaders, the position provides trusted advice on complex workforce and organisational matters, while leading a high-performing team to deliver effective, consistent services across the

employee lifecycle. The role drives workforce planning, organisational development, and employee relations, and leads organisation-wide change and transformation initiatives.

The position ensures strong governance, compliance and risk management, and uses data and insights to continuously improve services and support informed decision-making.

## Key Responsibilities

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- Provide strategic leadership within the Group by partnering with the Head of Group and senior leaders to translate Council's Strategic Plan and workforce objectives into effective operational plans, lead delivery, and ensure accountability for service performance, outcomes and community value outcomes within areas of responsibility.
- Lead the development and delivery of Council's Workforce Plan, including workforce planning, attraction and retention strategies to ensure capability aligns with organisational priorities.
- Act as a trusted advisor to the Executive and senior leadership, providing authoritative advice on complex workforce, organisational and cultural matters, and influencing decision-making at a strategic level.
- Provide expert leadership in industrial relations, including enterprise bargaining, complex employee relations matters, and representation in legal or tribunal environments, managing organisational risk.
- Drive a high-performing and values-based organisational culture through leadership development, engagement strategies, and initiatives that enhance employee experience and organisational performance.
- Ensure Council's people practices comply with legislation, enterprise agreements and best practice, while proactively identifying and managing workforce-related risks.
- Lead, inspire and develop a high-performing People and Culture Services team, embedding a service-oriented, business-partnering model that delivers consistent, high-quality outcomes across the organisation.
- Manage assigned budget, programs and resources, ensuring effective allocation, value for money and alignment with Council priorities.
- Leverage workforce analytics and insights to inform strategy, improve decision-making and continuously enhance People and Culture services, systems and processes.
- Lead and support organisation-wide change and transformation initiatives, including culture transformation, organisational redesign and strategic programs, ensuring effective planning, stakeholder engagement, communication and implementation that supports sustainable workforce and organisational outcomes.
- Provide strong governance, financial and risk stewardship within areas of responsibility by managing resources responsibly, overseeing WHS performance, identifying and

managing financial and operational risks, and supporting compliance, assurance and reporting requirements within agreed frameworks and timeframes.

- Support effective governance, compliance and assurance by applying frameworks, monitoring performance, and contributing to assurance and reporting requirements within agreed timeframes.
- Support leaders to effectively use integrated people, performance, learning and continuous improvement systems to build capability, support change, foster collaboration and drive sustained improvement aligned with organisational priorities.
- Carry out other duties appropriate to skills and training.

## Selection Criteria

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1. Tertiary qualifications in Human Resources, Industrial Relations or a related discipline, with extensive senior leadership experience in People and Culture/HR, preferably within a complex or public sector environment.
2. Demonstrated ability to lead at a strategic level, influence executive decision-making, and translate organisational priorities into effective people strategies and outcomes.
3. Extensive knowledge and experience in industrial relations, employment legislation and enterprise agreements, including leading complex negotiations, dispute resolution and risk management.
4. Proven experience driving organisational development, leadership capability and cultural transformation initiatives that improve performance and employee engagement.
5. Strong track record in leading and developing high-performing teams, fostering capability, collaboration and accountability.
6. Demonstrated ability to exercise high-level judgement, manage ambiguity, and resolve complex organisational and workforce issues with a pragmatic, solutions-focused approach.
7. Experience using data and insights to inform strategy, improve services and drive continuous improvement across People and Culture Services functions.
8. Strong continuous improvement capability, including the ability to identify opportunities to optimise processes, automate activities, improve service delivery and apply structured improvement approaches informed by data and risk considerations.
9. Highly developed communication, interpersonal and influencing skills, with the ability to engage effectively with Executive, senior leaders, employees and external stakeholders.
10. Experience working in local government or a highly regulated public sector environment **(Desirable)**.

11. Drivers licence (**Desirable**)

## Authority and Delegations

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The officer is to perform all duties in an authorised manner and within the scope of responsibility necessary to carry out those duties, as specified by this position description and in accordance with any applicable appointment, authorisation or delegation provided by the Chief Executive Officer.

- There are no Delegations or Powers of entries that apply to this position.

## Pre-Employment Requirements

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### Child and Youth Safety

Council is committed to the safety and wellbeing of children and youth while enabling their participation as a valued member of our community.

We have zero tolerance to child or youth abuse or harm. You are obligated to prioritise the safety of children and youth you interact with in the performance of your role and to report conduct of concern. For further information, please refer to our Safeguarding Children and Youth Policy and Code of Conduct available on our website, and the *Registration to Work with Vulnerable People Act (Tas) 2013*.

- A Registration to Work with Vulnerable People (Tas.) is **not** required.

### National Police Check

- A current National Police Check is required for this position to assess the suitability of the preferred candidate. Appointment to the role is subject to the results of the check, and candidates whose history is deemed unsuitable will not be offered employment.