

Position:	Manager People and Culture
Agreement:	Surf Coast Shire Council Enterprise Agreement 2025 – 2028
Award Classification:	SEO
Division:	Strategy & Effectiveness
Department:	People and Culture
Team:	People and Culture
Date Reviewed:	January 2026
Approved By:	General Manager Strategy & Effectiveness
Current Incumbent:	VACANT

Surf Coast Shire Council Acknowledges the Wadawurrung People, and the Gulidjan and Gadubanud Peoples of the Eastern Maar nation as the Traditional Owners of the land we now call Surf Coast Shire. We pay our respects to their Elders past and present, and all other Aboriginal and Torres Strait Islander People who are part of our Surf Coast Shire community.

Our purpose, direction and approach were developed collaboratively by our people for our people.

As an employee of the Surf Coast Shire Council you are committing to work towards our purpose within our team by following our direction and living our approach.

Purpose, Direction and Approach

Council is committed to helping our community and environment to thrive. In order to do this we understand that we will be an innovative and flexible leader that values the strengths of others enabling our workplace to be a place where people can do their best and be proud of their achievements.

Our Approach guides us in the way that we work:

We Do What We Say

- We set clear expectations
- We are accountable for our actions
- We get things done

We Work Together

- We value strengths and differences
- We seek to work with others
- We help people to succeed

We See Opportunity

- We look for better ways
- We are open minded
- We learn from our experiences

We Make a Difference

- We proudly represent Surf Coast Shire Council
- We act with the future in mind
- We go the extra mile

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Introduction of the work of the team

The People and Culture department helps our people and organisation to thrive. The People and Culture Manager leads the function to establish and embed practices and capabilities that support the development of a high performing, engaged and aligned workforce and to create a safe and supportive environment that enables wellbeing, organisational resilience, and improves organisational outcomes.

The Manager People and Culture contributes directly to the function and administration of the following areas:

- Human Resources including recruitment, onboarding, performance development and industrial and employee relations
- Organisation Development including learning and development, leadership development, strategic workforce planning, organisational design, gender equality and diversity and inclusion and culture and engagement
- Workplace Wellbeing, Health and Safety including injury management and prevention.

POSITION OBJECTIVES

- Provide strategic leadership and operational oversight for People and Culture initiatives, systems, policies, processes, and associated resources that support the organisation and our workforce.
- Champions culture and continually develops the organization so that our people are safe, perform at a high level and enjoy a positive work experience so they can fulfill our purpose.
- Work closely with the Executive and Leadership Group to build a culture of performance and accountability. Support and lead change as the organisation continues to evolve and shift its operating model and ways of working. Lead the People and Culture team to deliver high quality services and programs with a focus on continuous improvement
- Provide strategic advice and ongoing support to Council's Executive and Leadership team, people and key stakeholders.

ORGANISATIONAL RELATIONSHIPS

Reports to: General Manager Strategy and Effectiveness

Supervises: Coordinator Workplace Health and Safety, Coordinator Human Resources, Learning and Development Officer

Internal Relationships: All employees and Councillors

External Relationships: Employer Organisations, Unions and Union Representatives Legal and IR practitioners, Regulatory bodies and agents (Worksafe, Insurers), Industry representatives (Municipal Association of Victoria, LG Pro, Other HR professionals and networks in the sector and region

KEY RESPONSIBILITIES

- Lead the integration of people and culture practices as a key component of organisational strategy, particularly in areas of delivering outcomes, organisational culture and individual alignment to higher level business plans.
- Lead programs that build staff engagement, wellbeing and organisational culture.
- Contribute to the structure and planning of departments and divisions when required.
- Work closely with the Executive Management Team in the development and implementation of cultural improvement projects and initiatives.
- Lead Council's HR practices and ensure that appropriate human resource policies and procedures are identified, implemented and consistently followed across the organisations.

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- Provide advice to the organisation when required and participate in matters relating to industrial relations and legislation which may have an impact on employees.
- Act as a trusted advisor to management and staff in relation to the resolution of a broad range of staffing issues that affect the work environment.
- Coordinate and support an active Consultative Committee.
- Provide input to staff appointments and organisation structure review where required.
- Supervise the staff performance management process and provide advice and support where required.
- Lead Council's approach to workplace safety and champion a culture of embracing and valuing safety.
- Build on the commitment and capability of senior managers to support a safe workplace.
- Ensure systems are managed to identify and mitigate WH&S risk.
- Oversee WorkCover and return to work programs including representation at Accident Compensation Conciliation Conferences when required on behalf of Council.
- Oversee the Organisational Development function ensuring that corporate training and development opportunities are implemented to build capability.
- Drive and facilitate the development of Council's leadership capability.
- Establish and maintain an appropriate department staffing structure for the People and Culture team.
- Provide professional guidance, support and direction to department staff through team and individual performance indicators.
- Conduct a formal assessment of each direct report's performance, training and skill needs as per organizational policy.
- Lead and build accountability in staff to achieve high performance.
- This role will require occasional work outside regular office hours including weekday evenings and weekends to support.

ACCOUNTABILITY & EXTENT OF AUTHORITY

- Ensure compliance throughout the organisation to all human resources management, workplace health and safety, learning and development and volunteer coordination support policy and procedural requirements as far as practicable.
- Ensure senior managers and employees are advised of all legislative and best practice developments in the area of responsibility in a timely and expert manner.
- General management of staff, planning of work, allocation of resources, the application of professional knowledge and the use of initiative are all seen as being within the extent of the authority.
- Accountability and freedom to act is set by broad goals established through the development of key performance measures, unit business plans, budgets and compliance with organisational policies (particularly Chart of Authority and Delegations), external regulations and legislation. This occurs within the framework of reviews to ensure conformity with agreed goals and a reporting mechanism to assure adherence to budgets and other key measures.
- This position will receive direction on results to be obtained. The methods may be suggested but seldom specified. Judgement is exercised within broad constraints and completed projects or programs are reviewed for general effectiveness.
- The position is required to identify and prepare proposals on new initiatives and undertake analysis though final decisions are made at General Manager, Executive Management Team or Council level.
- The department is regarded as a major cost centre or organisational activity centre. The position is accountable for the program development, implementation, planning and negotiation of resources and is accountable for effectiveness.

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JUDGEMENT AND DECISION MAKING

- Make decisions on all matters which are the responsibility of the position, provided that these are within delegated authority, legislative requirements, established policy or recognised standards.
- Actions must be within the parameters of legislation and regulation as applies to local government.
- Policy may be established but approval of General Manager and if necessary, Executive Management Team, must be sought.
- Cannot terminate staff but is responsible for the direct management of department staff.
- Should a discipline procedure be recommended, this must be reported to the appropriate General Manager prior to implementation.
- Staff appointments to be made in conjunction with the appropriate General Manager.
- In this position a variety of alternatives must be analysed before choices can be made. Problem resolution is structured by established management systems and budget parameters. Problem resolution is a frequent requirement, requiring consideration of many influences. Work demands the conceptualisation, identification and development of ideas, the detailed analysis of alternative courses of action and their implications, addressing difficulties/problems in the work environment,
- devising action plans and advancing new approaches.
- The position recommends solutions or alternative courses of action.

SPECIALIST SKILLS AND KNOWLEDGE

- Superior knowledge of industrial and occupational health and safety law and its application in a local government environment.
- Excellent generalist human resource management skills.
- Well-developed research and analytical skills.
- A thorough knowledge of the higher level organisational goals and objectives.
- Strong appreciation of concepts and processes supporting WH&S.
- Outstanding performance management skills and the ability to build leadership capability to manage performance.

MANAGEMENT SKILLS

- Ensure effective supervision of a number of employees to achieve objectives and goals taking account of wider organisational and external constraints and opportunities.
- Required to manage a number of projects simultaneously, to meet agreed outcomes with limited resources.
- Ability to lead, motivate and develop supervised employees.
- This position manages the integration of a diverse set of conditions. This includes a variety of client populations, multiple and diverse topics and issues, coverage across a wide set of disciplines/practices/processes and the need to gain the participation of a wide range of stakeholders.

INTERPERSONAL SKILLS

- The incumbent will require the ability to persuade, convince or negotiate with clients, members of the public, other employees, tribunals and people in other organisations in the pursuit and achievement of specific and set objectives.
- The incumbent will also require highly developed written communication skills to enable the production of reports and policies covering complex issues.
- The incumbent will also require the ability to lead, motivate and develop employees under their control.

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KEY SELECTION CRITERIA

Qualifications and Experience

- Ability to lead, guide and manage people including the implementation of building culture, delivering outcomes and managing change in a complex and evolving environment.
- Demonstrated ability to think strategically to deliver quality outcomes for the organisation.
- Proven experience in understanding organisational objectives and needs and aligning initiatives to meet them. A track record in leading and building high-performing teams that are aligned, engaged, and collaborative.
- Tertiary qualifications combined with comprehensive experience in human resources, learning and development and workplace health and safety practices and legislation
- Appropriate post-graduate qualifications.
- Financial and business acumen with a demonstrated ability to develop, manage and maintain departmental operational plans and associated budgetary and financial management requirements.
- An understanding and knowledge of government operating environments.
- Previous experience leading Enterprise Bargaining Agreement and other industrial relations negotiations.

Other requirements

- You have the Right to live and work in Australia.
- A current Working with Children Check (WWCC). All positions within Council are required to have a current WWCC. All prospective employees cannot commence work with Council until they have a valid WWCC.
- Police Check results that are suitable for this position. All prospective employees will be required to undertake a national and/or international criminal history check before commencing employment with Council. This check will be conducted and paid for by Council.

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ORGANISATIONAL RESPONSIBILITIES

Child Safe Standards	Surf Coast Shire Council is committed to being a Child Safe Organisation where children and young people are protected, respected, and encouraged to reach their full potential. The Victorian Child Safe Standards are embedded across the organisation, our policies and procedures support the implementation of requirements under the Child Wellbeing and Safety Act 2005. Staff are expected to have and maintain a commitment to child safety, equity, inclusion and cultural safety.
Equal Opportunity	Surf Coast Shire Council is an equal opportunity employer. We ensure fair, equitable and non-discriminatory consideration is given to all applicants, regardless of age, gender, disability, marital status, pregnancy, sexual orientation, race, religious beliefs or other irrelevant factor. We recognise our proactive duty to ensure compliance with equal opportunity and other workplace-related legislation, and to eliminate all forms of discrimination.
Fraud and Corruption	To ensure Council's Fraud & Corruption policy and program are consistently observed and complied with, it is essential to apply sound fraud and corruption management practices within the workplace and community. Maintaining awareness through relevant training is crucial for all staff to meet their obligations and responsibilities related to fraud and corruption. Participation in the organisation's Fraud & Corruption training is a requirement to uphold these standards.
Record Keeping	Staff are required by legislation and internal policies to create full and accurate records that document official business activities of council.
Right to disconnect	In accordance with the new Australian right to disconnect legislation, this role acknowledges the importance of work-life balance and the employee's right to disconnect from work outside of regular working hours. However, and in addition to any obligations listed above, there may be occasional requirements to be available to take calls after hours or on weekends to address urgent matters or critical issues that arise.
Risk Management and Workplace Health & Safety	Ensure that work practices are conducted in line with Council's Workplace Health and Safety and Risk management policies, practices and relevant legislation. Observe safe work processes in accordance with training and instruction reporting any risks, hazards and incidents in a timely manner using the correct channels of communication.
Business Continuity and Emergency Management	All roles support business continuity and emergency management through participation in planning, training, and response activities relevant to their function.

To apply for this role please use the links on the 'Employment Opportunities' page of our website. To be considered for this opportunity candidates must address the Key Selection Criteria and follow the instructions listed in the Employment Application Guide.

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