

People and Shared Services Manager

The role

The work of the People and Shared Services team critically underpins ARC Justice's ability to deliver services and create impact in the community. This is a senior leadership position in ARC Justice and oversees our organisation's human resources, finance, risk, quality assurance, and facilities management, including ICT. In partnership with the CEO and the ARC Justice Leadership Team, the People and Shared Services Manager works with their team to devise strategy, implementation and continuous improvement across their portfolio.

The position currently oversees 5 staff members, with potential for expansion of this portfolio to deliver on key organisational priorities.

This position can be based out of either our Shepparton or Bendigo office. Regular travel between the two locations will be required, for which a fleet vehicle is available. There is also flexibility for some hours to be completed by working from home.

Organisational overview

ARC Justice is an independent, not-for-profit, human rights organisation that incorporates the Loddon Campaspe Community Legal Centre, the Goulburn Valley Community Legal Centre and Housing Justice.

Our programs deliver accessible legal services, tenancy advice and support to those in our community in the greatest need. We recognise that housing and legal issues do not occur in isolation and we work with local partners to ensure a whole-of-person approach to our work.

Vision

An inclusive community built on a foundation of human rights and equality before the law.

Purpose

We promote equality before the law for people in rural and regional Victoria by: providing legal, advocacy and support services; elevating justice as an issue in public discourse; and advocating for systemic change that upholds human rights.

Principles that underpin our work

Community: We serve, build capacity and are accountable to the community to which we belong.

Learning: We are inquisitive and receptive to new ideas, use evidence-based practice and share our knowledge to achieve the greatest impact for our communities. We learn from both our successes and mistakes.

Partnership: We believe partnership and collaboration with individuals, communities and organisations is the only way to create meaningful and sustainable change.

People: We are committed to ethical and sustainable practice that values our people in achieving our purpose.

Recognition of First Peoples: We celebrate the strength, culture and contribution of our First Peoples. We recognise the systemic injustices brought against them, and work in partnership with local Aboriginal communities to bring justice.

Respect: In all of our work, we show respect. We value diversity and acknowledge differences, knowing these strengthen our community.

About you

You are a collaborative leader who is highly effective at building relationships. You enjoy the people side of management and inspiring others towards a common purpose. A strong systems thinker, you are also happy to work hands on when it is required.

You may have experience in a similar role, or you may bring leadership experience from a different area of work. It's your diversity of experience, interpersonal and leadership skills that we are seeking.

Wherever your background has been, you will have proven experience in a strategically significant role managing a portfolio of specialist teams and activities. You are skilled at bringing your team's activities together to ensure alignment to strategy, deliver organisational priorities and build organisational capacity.

We encourage you to look at our Key Leadership Capabilities in the attached position description, which outlines the attributes and skills we value in our senior leaders.

The Offer

- Full time ongoing position, although 0.8 FTE can be negotiated for the right candidate.
- Primary working location, travel time, vehicle use and flexible work/working from home arrangements can be negotiated in line with the organisational policies and procedures.
- A flexible and supportive team environment where staff engagement and development are prioritised.
- SCHADS Level 7, with above Award salary subject to skills and experience.
- 3 days ex gratia between Christmas and New Year's Day.
- Salary packaging and accommodation and meal/entertainment packaging is also available.

To apply

Applications must be submitted via email and not through any third-party recruitment platform. Please address enquiries and applications to Hayley Mansfield, CEO, at hayleym@arcjustice.org.au

Applications must include:

- Current Curriculum Vitae (CV/Resume)
- A cover letter
- Your response to the key selection criteria (essential and desirable skills/experience)

Please note that applications that do not respond to the key selection criteria will not be considered for interview.

Applications close at 9am Monday October 25th 2021.

Position Description - People and Shared Services Manager

The role

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Key responsibilities

Management and Leadership

- Use a whole of organisation and system lens to identify what is needed and how People and Shared Services can be responsive and support ARC Justice's work.
- Provide contemporary and authoritative advice to the CEO and Leadership Team on all areas of the People and Shared Services portfolio, to inform decision making and planning.
- Actively contribute and apply critical thinking to management team discussions to robustly test ideas and initiatives.
- Contribute to the formation and implementation of the Strategic Plan and associated operational workplans.
- Provide high quality reports as scheduled to the CEO, Board and Finance, Risk, Audit and Quality Committee.
- Mentor and supervise direct reports, drawing from their technical expertise to inform your work.
- Ensure the structure, roles and functions within your team reflect the organisational priorities and key deliverables.
- Represent ARC Justice at a variety of forums and events, including public speaking and presenting.

Human Resources

- Develop and implement effective human resource frameworks, policies, procedures and programs to ensure that ARC Justice can attract, retain, develop and manage a highly engaged and committed work force.
- Identify, develop and implement solutions across a range of human resource functions including workforce planning, managing performance, industrial relations, work, health and safety, organisational development and staff development.
- Develop and implement key change management strategies to strengthen a positive organisational culture.
- Ensure all areas of ARC Justice's human resource management meets legislative requirements under relevant awards, enterprise agreements and accreditation standards.

Compliance, Accreditation, Risk and Safety

- Research and develop a comprehensive knowledge base of the relevant accreditation standards and accreditation programs, including reporting frameworks, credentialing processes, and quality standards.
- Coordinate ARC Justice's accreditation requirements, working collaboratively with managers to ensure quality improvement plans are progressed.
- Ensure continuous improvement to policies, processes, and systems across the organisation.
- Oversee and report on the implementation and ongoing review of the Risk Management Framework and associated risk assessment and management strategies.
- Oversee and coordinate organisational roles related to safety and compliance.
- Report on all areas of compliance to the Board's Finance, Risk, Accreditation and Quality Committee, as required.
- Work with CEO and Chief Operating Officer to inform and implement ARC Justice's COVID Safety Plan.

Asset, ICT and office management

- Work with your team and internal stakeholders to develop and deliver an effective ICT strategy for ARC Justice, engaging external contractors as required.
- Oversee all asset management, including property and associated leases, and vehicle fleet, to ensure assets are fit for purpose and best value purchasing arrangements are in place.
- Coordinate publication of day-to-day external communications, such as promotional material and website updates, engaging external contractors as required.

Financial Management

Note – the Finance Coordinator has matrix reporting to the CEO for budget development and management across the organisation. Therefore, the responsibilities related to risk controls and staff management are overseen by the People and Shared Services Manager.

- Work with the Finance Coordinator to ensure:
 - ARC Justice meets all financial, legal, governance and legislative requirements in relation to finance;
 - appropriate controls are in place to safeguard financial assets; and
 - relevant financial policies and procedures are in place.
- Develop procurement proposals (eg leases, fleet).
- Manage the People and Shared Services budget.
- As the direct line manager for the Finance team, oversee all aspects of staff management, liaising with CEO where required (due to matrix reporting mentioned above).

Other roles and responsibilities

- Comply with policy and procedures and maintain currency through training that relate to legal and regulatory requirements and our ways of working.
- Seek out training opportunities to further enhance professional development in accordance with duties as required within this position after consultation with your manager.
- Participate in regular supervision and meet agreed performance indicators and work plan activities.
- Undertake any reasonable additional tasks as directed by management.
- ARC Justice is committed to the health, safety and wellbeing of its staff. ARC Justice and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety and privacy laws. ARC Justice is committed to safety and wellbeing of all children and young people.

Ways of Working

- Support colleagues and the team environment – we value stepping outside of our day to day work and helping each-other.
- Contribute actively in meetings and quarterly staff days – we value your input and feedback helps us improve.
- Maintain organisational values and behaviours.
- Support the achievement of the ARC Justice Strategic Plan, through team planning and work plans.

Key Leadership Capabilities

The Key Leadership Capabilities apply to members of the senior leadership team and describe the capabilities that are needed to meet our strategic goals. They also provide clear developmental goals for emerging leaders in our organisation.

Capability	Description
Inspires and motivates others	<ul style="list-style-type: none"> • Highly committed and passionate about promoting access to justice in regional and rural Victoria. • Inspires a sense of purpose and direction. • Creates a shared understanding of what has to be achieved. • Translates broad strategy into practical terms for others. • Motivates others by understanding their personal motivations and setting goals, while mentoring and supporting them. • Gives timely recognition for good performance, as well as addresses concerns in a timely manner.
Displays high integrity, resilience and optimism	<ul style="list-style-type: none"> • Is highly motivated. • Displays optimism, particularly during times of uncertainty and when facing challenges. • Is reflective, acknowledging when in the wrong, and learns from mistakes. • Asks for help and values advice from others. • Displays resilience, bouncing back after setbacks and remaining positive. • Takes responsibility for getting things done, their own development and for managing self in a way which enables ongoing performance. • Is a role model for emerging leaders in the organisation.
Solves problems	<ul style="list-style-type: none"> • Grasps complexity and identifies issues that tend to be overlooked by others. • Thinks through problems from various angles, and analyses them objectively. • Probes and critically evaluates information before making decisions and recommendations. • Develops and oversees the implementation of change initiatives in often uncertain environment. • Finds the best, even if not perfect, solution that accommodates some of the needs of diverse stakeholders.
Achieves results	<ul style="list-style-type: none"> • Personally contributes to, shapes and champions ARC Justice's vision and goals. • Is inquisitive and receptive to new ideas, using evidence-based practice. • Builds organisational capability. • Promotes a culture of impact, by ensuring ideas and intended actions are achieved and any challenges are learned from. • Puts systems in place to establish and measure accountabilities.
Communicates with impact	<ul style="list-style-type: none"> • Communicates clearly, ensuring communication is adapted to audience and is understood. • Negotiates and mediates confidently from an informed and credible position. • Creates opportunities to listen to diverse thoughts and opinions. • Offers well considered rationale for decisions and points of opinion.
Promotes collaborative and productive working relationships	<ul style="list-style-type: none"> • Proactively creates a professional network and develops mutually beneficial relationships. • Develops a work environment where people value and display collaboration and teamwork. • Takes a whole of organisation approach, fostering interconnectedness across teams. • Recognises and respects diversity, different skill areas and levels of expertise.

Key selection criteria

Essential (Skills, knowledge, experience)

1. Collaborative leader with demonstrated excellence in senior management in a diverse range of roles and environments.
2. Proven experience in a strategically significant role managing a portfolio of specialist teams and activities.
3. Exceptional communication, interpersonal and mediation skills.
4. Project management experience, including work plan development, budgeting, and reporting, with the ability to juggle competing demands in a busy environment.
5. Experience designing and implementing systems to improve effectiveness and/or efficiency.
6. Excellent written skills, with demonstrated experience producing high quality reports and communications which are targeted to audience (eg for Boards or staff).

Desirable (Skills, knowledge, experience, qualification and/or training)

1. Leadership experience in the community sector.
2. Experience managing shared / corporate services.

Prerequisites

1. Unrestricted Victorian driver's license. This is at the employees' own expense.
2. Clear Police record check (concerning offences of dishonesty and personal safety) and obtaining a Working with Children Card (if applicable). ARC Justice will cover the costs involved.
3. As a child safe organization ARC Justice requires disclosure of any formal disciplinary action taken by any current or former employer including any finding of improper or unprofessional conduct.

Any changes to these prerequisites after employment commences must be communicated to the employer immediately by the employee.