

People and Culture Systems Partner Position Description

Directorate:	Corporate Services
Reports to:	Manager, People Strategy and Change
Direct reports:	NIL
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Support the ongoing development, maintenance and improvement of the Society's People and Culture systems to support effective execution of People and Culture processes and reporting and enable delivery of the Society's Strategic Priorities.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Corporate Services directorate. The teams within the directorate and their functions are:

Strategy and Outcomes: this team is responsible for implementing a Society-wide planning, monitoring and reporting framework to support the achievement of the goals of the Strategic Plan; and leading the measurement of performance and outcomes of Society programs, services and functions.

Governance, Risk and Safeguarding: this team is responsible for supporting good governance practices throughout the Society; provision of State Council and Board secretariat services; leading the development of organisational policy; safeguarding functions; and enterprise risk management.

Legal: this team is responsible for delivering legal services, and privacy and complaints functions.

Policy and Advocacy: this team is responsible for developing informed public policy positions on issues relevant to the people we serve; directing relevant research; and developing and implementing related advocacy strategies.

Safety and Workforce Operations: this team is responsible for state-wide work, health and safety strategy; work, health and safety audits; wellbeing; return to work; recruitment and retention; and employment relations. People Strategy and Development: this team is responsible for people strategy; people policy; diversity; organisational development; and learning and development.

Information and Communication Technology: this team is responsible for state-wide ICT strategy; ICT project management; design and implementation of new ICT systems; ICT service desk, and cybersecurity.

Accountabilities and responsibilities

The People and Culture Systems Partner will:

- Contribute to the successful implementation of the Society's Strategic Plan and the Corporate Services Directorate Plan.
- As the Product Owner for People and Culture systems, collaborate with key stakeholders to identify, establish, monitor and administer system functionality and related procedures to support organisational needs and deliver high quality outcomes.
- Develop specifications for new business processes, system features and changes that clearly explain the business value and context.
- Work with stakeholders to prioritise the implementation of these processes and features
- Work with stakeholders and the Technology Services team to develop and refine a vision and roadmap for People and Culture systems, communicating the systems goals and how they will be achieved
- Work with Technology Services to prioritise development work and build critical features in a timely manner
- Analyse data to understand how existing users are engaging with People and Culture systems and opportunities to improve adoption
- Collaborate on design of new features and User Experience (UX) changes
- Ensure accurate People and Culture information processes/workflows and other system dependencies are aligned with People and Culture strategies to support optimal integrity, continuous improvement and ROI of People and Culture systems and related processes for the Society and its people.
- Collaborate with Learning and Development and key stakeholders in the development and delivery of Learning Management System (LMS) learning initiatives, pathways, content and courseware across the Society.
- Contribute to a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Ensure that projects and activities for the ongoing improvement of People and Culture Systems are effectively delivered to meet the required business outcomes.
- Ensure that People and Culture systems are optimised to enable effective recruitment, induction, performance management, recognition, and development for Society staff.
- Increase user capability and effective application as measured by user adoption rates of People and Culture systems

Key working relationships

In addition to the Manager, People Strategy and Change and their direct reports, the People and Culture Systems Partner will foster close working relationships with:

- Technology Services Team
- Learning and Development Team
- Payroll
- Key systems vendors
- People and Culture system business owners (e.g. onboarding, recruitment)
- Key business stakeholders e.g. Risk and Compliance, Finance

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **People we serve' centric:** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Relevant tertiary qualification/s in information technology/systems, adult education or a related field, or equivalent experience.
- Demonstrated experience in successfully managing People and Culture / HR technology systems in an organisation of similar scale and complexity, preferably with strong LMS experience.
- Proven ability to effectively engage with stakeholders from across a diverse workforce to deliver exceptional business and systems outcomes.
- Demonstrated excellent analytical and project and change management skills including the ability to manage competing priorities and deliver to agreed timelines.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Product owner certification.
- Project management or change management qualifications.