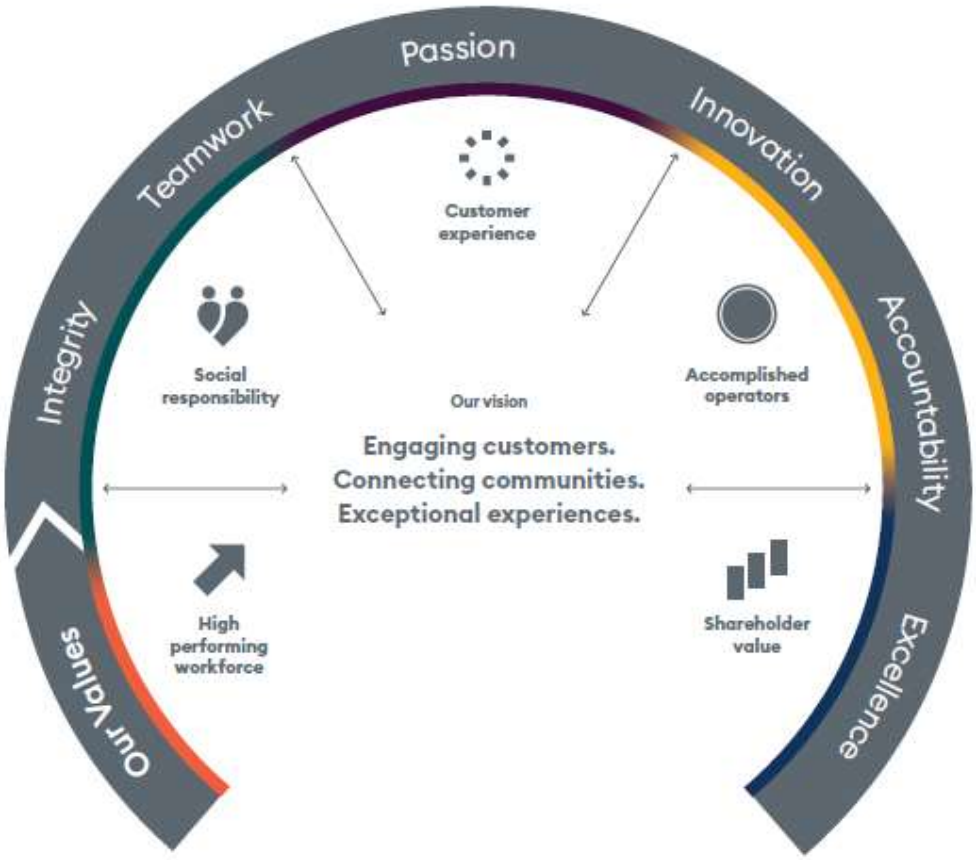
Queensland Airports Limited

Role Description



Position Title:	People and Culture Manager
Location:	Gold Coast
Department:	People and Culture
Reports to:	General Manager People and Culture
Reporting to this position:	Receptionist

Position Purpose:

The People and Culture Manager is responsible for the end to end service delivery of the QAL people strategic plan. The P&C Manager will be responsible for demonstrating leadership and supporting their designated portfolios, delivering a range of services including advisory services, workplace relations, talent acquisition and talent management, workforce productivity and planning, learning and organisational development, payroll, HRIS, educational relationships, diversity initiatives, reward and recognition programs and health and well-being. This role is responsible for the provision of operational HR and coordinating office operations at QAL's Head Office (Gold Coast) and procedures in order to ensure organisational effectiveness and efficiency.

To complement the specific portfolios, the role of People and Culture Manager will also encompass some overarching QAL People group responsibilities (assigned from the People Primary areas) to support and enable the QAL strategic pillars and People primary areas.

Job Role Requirements

Objective 1: People and Culture Management

- Support the General Manager People and Culture and QAL leadership to drive cultural change and ongoing change management aligned to the Vision and Strategic Pillars
- Proactively deliver the operational requirements of the P&C function ensuring a business partner focus is taken on all aspects of the advisory and transactional services
- Demonstrate leadership and support the designated portfolios by delivering an end to end P&C service covering all facets of P&C management in a timely and high-quality manner. Facets to include advisory services, workplace relations, talent acquisition and talent management, workforce productivity and planning, learning and organisational development, payroll, HRIS, educational relationships, diversity initiatives, reward and recognition programs and health and well-being
- Lead the deliverable of the objectives as required from the 'Group Primary Areas' as assigned as Group responsibility for the betterment of the company

Objective 2: Management, Leadership and Relationship Building

- Collaborate, communicate and effectively influence QAL leaders to ensure optimal outcomes and delivery of the P&C Primary areas and overarching QAL strategies
- Coach leaders to raise people and leadership capability and competency
- Demonstrate quality leadership practices that promote team work, encourage communication and delivers continuous improvement
- Advise leaders on use of P&C practises, policies, frameworks and guidelines. Provide interpretation and guidance on an appropriate course of action for leaders in resolution of P&C related matters such as legal obligations, talent acquisition, remuneration and related matters, performance development and management
- Build effective relationships and support each business unit in the resolution of employee relations issues including the provision of advice to leaders in policy, process or organisational solutions/improvements
- Monitor and ensure direct reports are effectively achieving the goals set and agreed to in their current Individual Develop Plans (IDP's)
- Recruit, identify training needs, manage poor performance and or conduct of direct reports in accordance with P&C Policy
- Communicate company and corporate policy, procedures, initiatives, training and other messages effectively to employees and key stakeholders on the airport and in the community

- Act as a role model of corporate values

Objective 3: Continuous Improvement

- Assist the General Manager to develop and implement strategies and specific P&C initiatives that support business unit objectives, performance management and Enterprise Agreement requirements
- Analyse employment data to determine workforce trends, productivity and other performance measures and discuss potential solutions/improvements with Senior Leaders
- Assist the General Manager execute the industrial relations framework which aligns to the organisation's goal, including engaging with industrial relations specialists and resolution of industrial relations issues as required
- Lead, influence and support the execution of each stage of the Talent lifecycle such as talent management and succession planning framework or contemporary talent acquisition for designated portfolios
- Assist the General Manager in the implementation of a diversity management plan
- Support each business unit in organisational learning and development needs for the betterment of the company and the individual employee

Objective 4: Project Participation / Innovation

- Demonstrate a proactive, positive involvement as part of QAL's leadership team
- Undertake project work that develops solutions for operational level issues i.e. Process improvements in the area of employee retention, succession planning, employee engagement and performance management
- Effectively manage, focus and deliver on ongoing innovation of system processes
- Actively engage and participate in all projects
- Undertake an effective project leadership role, when required
- Continually strive to improve all processes, procedures and systems to enhance workplace efficiencies

Objective 4: Workplace Health & Safety, Environmental and Aviation Safety & Security

- Take reasonable care for your health and safety
- Take reasonable care for the health and safety of others including the implementation of risk control measures within your control to prevent injuries or illnesses
- Comply with any reasonable instruction in relation to WHS by the Company
- Co-operate with any reasonable policies and procedures of the QAL and associated entities including the reporting of hazards or incidents via the QAL reporting process
- Other responsibilities as outlined in the QAL WHS management system
- Adhere to the locations Environmental Management System (EMS) as relevant to your work activities
- Attend EMS related training
- Adhere to relevant aviation safety and security requirements

Individual Behaviour Expectations

QAL employees expected to demonstrate behaviour which is aligned to our core values:

Integrity

- We value honesty, respect and fairness
- We do what we say
- We act in the best interests

Teamwork

- Together we succeed
- Everyone is a customer
- We are inclusive and support each other

Passion

- We are enthusiastic
- We care about what we deliver
- We take pride in our work

Innovation

- We think differently
- We are creative and flexible
- We share our experience to build new ideas

Accountability

- We take responsibility for our actions
- We all lead by example
- Safety and social responsibility are priorities

Excellence

- We are committed to delivery
- We deliver our best and We drive improvements
- We have high performance standards

Key Stakeholders

Internal: Employees and management at all levels

External: Potential new employees, Educational providers, Contractors, Consultants, Volunteers, Students, Stakeholders and the Community

Key Capabilities Required to Perform Role

Educational Qualifications:

- Professional qualifications in Human Resources, Industrial Relations, Organisational Development, Change Management or Behavioural Sciences

Professional Experience:

- Proven experience in generalist leadership roles with human resources related deliverables, including best practice industrial relations, change management, performance management, talent acquisition, organisational development and WHS
- Experience working with Senior Management teams
- Highly developed skills and experience providing leadership advisory services and coaching to management. Proven ability to partner with the business to value add through strengthening leaders ability to manage others for peak performance.

Specific Job Knowledge, Skills and Abilities:

- Highly motivated, with excellent people management and communication skills
- Proven ability to lead and self-manage key priorities
- Ability to act as a corporate brand ambassador to drive employee engagement around QAL's values
- Results driven and accountability focussed
- Ability to build effective relationships with key stakeholders

ACKNOWLEDGMENT

I acknowledge that I have read and understood the key result areas described in this Role Description and agree to carry out my duties and responsibilities to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I acknowledge my employer's right to alter this Role Description from time to time in accordance with company requirements.

_____ _____

Name Date

_____

Signature

Approved by Line Manager (Signature and Date)		
Reviewed by P&C (Signature and Date)		
Version:		Date: