

MANAGER, PEOPLE & PERFORMANCE

Full Time



WHO WE ARE & WHAT WE DO:

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centered, and evidence-based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

OUR OPPORTUNITY

The Manager – People and Performance will provide strategic high-level advice and guidance to staff and volunteers in relation to people matters, employee and industrial relations, child protection, compliance, EAP services, and people performance. This position is also the organisational champion for diversity, including proactively supporting St John's efforts in reconciliation.

Duties include, but aren't limited to:

- Advise and guide paid and volunteer managers with people related concerns, complaints, performance management, grievance and disciplinary issues.
- Ensure compliance with employment legislation, Fair Work, NES, EEO, award interpretation and the enterprise agreement.
- Provide guidance and advice, and facilitate staff or volunteer investigations, providing recommendations to the Executive.
- Develop and initiate cultural change strategies which support the future direction and values of the organisation.
- Development of job and person specifications and determination of appropriate classifications and salary ranges.
- Responsible for the day-to-day management and support of the team, including monitoring delivery against objectives, quality standards, personal development, coaching and appraisal.
- Undertake responsibility for recruitment, induction, training, supervision and review of all delegated staff.
- Assist in the development, forecasting and management of the departmental budget.
- Chair the Workplace Health Safety and Wellbeing Committee ensuring issues are discussed and appropriate recommendations are made and implemented.
- Undertake risk assessment of the work area when workplace changes occur (including renovations, painting, new equipment, etc).

St John Ambulance Australia SA Ltd

ST JOHN AMBULANCE AUSTRALIA SA LTD

ABN 42 947 425 570

ACN 667 428 168

Head Office South Australia

85 Edmund Avenue Unley

South Australia 5061

T: 1300 78 5646

F: 08 8306 6995

W: stjohnsa.com.au

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TO BE SUCCESSFUL

To be successful in this role you will display:

- Proven experience in a human resources leadership role.
- strong, clear leadership and direction on HR, WHS and OD initiatives and projects.
- Highly consultative ability to work, advise and guide Executive Team on people and performance issues.
- Senior level ability to interpret employment conditions and payments through referencing appropriate employment legal documents.
- Tertiary qualifications in human resources, volunteer management or a relevant discipline is highly desirable.

Essential requirements:

- Current South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check. Continued employment is subject to the maintenance of satisfactory checks.
- Requirement to undertake Child Safe Environments training within the first six months of employment.

WHAT NOW?

Excited about this role? Then we invite you to apply via [Seek](#) with your updated resume and cover letter - one-page summary application outlining your competencies, past experience, and other relevant information that highlights suitability for the role. For a Job and Person Specification, please visit our website [Positions vacant | St John Ambulance SA \(stjohnsa.com.au\)](#).

St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check, COVID vaccination certificate and you must provide evidence of the right to work in Australia.

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Job and Person Specification

Position Title:	Manager – People and Performance
Department / Function:	People and Performance
Reports to:	Chief Operating Officer
Award/Common Law	Common Law
Classification – Grade:	N/A

About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

Position Summary and Requirements

The Manager – People and Performance is responsible for proactively leading the delivery of quality human resources and occupational health safety and wellbeing primarily to staff across the organisation.

The Manager – People and Performance will provide strategic high level advice and guidance to staff and volunteers in relation to people matters, employee and industrial relations, child protection, compliance, EAP services, and people performance. This position is also the organisational champion for diversity, including proactively supporting St John's efforts in reconciliation.

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Key Relationships

Number of Direct Reports:	<ul style="list-style-type: none">• One
Key Internal Relationships:	<ul style="list-style-type: none">• Functional and department heads• Payroll services
Key External Relationships:	<ul style="list-style-type: none">• Industrial lawyers• EAP and Peer Support providers

Key Accountabilities	Key Tasks
People Management	<ul style="list-style-type: none">• Advise and guide paid and volunteer managers with people related concerns, complaints, performance management, grievance and disciplinary issues.• Ensure compliance with employment legislation, Fair Work, NES, EEO, award interpretation and the enterprise agreement.• Provide guidance and advice, and facilitate staff or volunteer investigations, providing recommendations to the Executive .• Oversee and monitor vigilance, management and compliance of child protection matters and related policy and procedures.• In collaboration with the CEO, Chief Operating Officer and other stakeholders within St John SA, develop and initiate cultural change strategies which support the future direction and values of the organisation.• Management of cyclical activities including performance appraisals, salary increases, training, reward and recognition.• Manage the end to end recruitment process including attraction, selection, on boarding, induction, and retention of staff.• Development of job and person specifications and determination of appropriate classifications and salary ranges.• Oversee and manage the EAP and peer support programs for staff and volunteers including contractual arrangements
Leadership	<ul style="list-style-type: none">• Responsible for the day-to-day management and support of the team, including monitoring delivery against objectives, quality standards, personal development, coaching and appraisal.• Undertake responsibility for recruitment, induction, training, supervision and review of all delegated staff.

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	<ul style="list-style-type: none"> • Ensure a commitment to development and training of staff. • Ensure the team are fully informed of the strategies and activities of St John SA.
Budget Management	<ul style="list-style-type: none"> • Assist in the development, forecasting and management of the departmental budget. • Achieve budget targets as set and agreed on with the COO.
Workplace Health and Safety	<ul style="list-style-type: none"> • Oversee the Workplace Health Safety and Wellbeing functions, ensuring an efficient and quality service is provided to staff and volunteers. • Chair the Workplace Health Safety and Wellbeing Committee ensuring issues are discussed and appropriate recommendations are made and implemented. • Maintain current First Aid Certificate and ensure staff also maintain relevant training. • Ensure day-to-day management of Workplace Health Safety and Wellbeing issues within the work area and demonstrate leadership and communication on these matters. • Undertake risk assessment of the work area when workplace changes occur (including renovations, painting, new equipment, etc). • Ensure staff and volunteers are aware of workplace health and safety responsibilities, and that these are effectively undertaken (including workplace assessments, etc).

Knowledge, Experience and Capabilities

- Provide strong, clear leadership and direction on HR, WHS and OD initiatives and projects.
- Ability to understand strategic concepts but also be able to understand the operational needs of the team.
- Highly consultative and ability to work, advise and guide Executive Team on people and performance issues.
- Understand the legally bound compliance employment checks and being able to assess relevant information and make well informed recommendations for approval.
- Provide proactive solutions to current issues, trends and future business and workforce plans.
- Senior level ability to interpret employment conditions and payments through referencing appropriate employment legal documents.
- Proven experience in a human resources leadership role.
- Experience with complex employee relations matters including discipline, termination and investigations.
- Knowledge of industrial relations, Awards and FWA.
- Experience in using Employment Hero software.

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Personal Attributes

- Proven people leadership skills in managing team performance, bringing a team along a journey and creating a highly productive and collaborate team.
- Highly energetic and engaging leader who can work collaboratively with teams and leaders at various levels.
- Ability to highlight and define the system requirements from a human resources perspective.
- Strong relationship-building skills, with both internal and external stakeholders
- Highly developed written and verbal communication skills

Qualifications

- Tertiary qualifications in human resources, volunteer management or a relevant discipline is highly desirable

Essential requirements

- Current South Australian Driver's License
- Must be prepared to relocate within St John should the need arise
- It is a requirement that this position undertake and hold a National Police Certificate and a current Working With Children Check both of which are acceptable to St John SA prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Will be required to undertake Child Safe Environments training within the first six months of employment.

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