

**POSITION DESCRIPTION**  
**Manager – People Services**

Position Title	Manager – People Services
Type	Ongoing
Fraction	Full-time
Days, hours	5 days/week
Location	Abbotsford Convent, Abbotsford
Reporting to	Head of People
Direct Reports	Nil

**Role and Responsibilities**

The People Services Manager at Wildlife Victoria will work closely with the Head of People and the rest of the Senior Leadership Team, Board, all staff, volunteers as well as other key stakeholders to deliver the Strategic People Plan by leading HR and cultural change practices that enable the organisation to meet its operational and strategic goals.

In addition to overseeing workforce planning, recruitment, health and safety and employee relations/performance management, the People Services Manager will need to be experienced in all aspects of HR including management of the entire employee lifecycle and coaching leaders to enhance a positive culture and embrace HR best practices, as well as employee attraction and retention.

The position will report to the Head of People and will work collaboratively across Wildlife Victoria.

**Key responsibilities:**

- Lead and continuously improve the People and Culture (P&C) policies and practices and ensure that they are up to date, clear, concise, compliant and relevant.
- Assist staff when they are seeking advice on all matters relating to their employment.
- Oversee and support across operational activities including recruitment and onboarding/induction, employee records management, employee events calendar, cultural change programs and activities, learning and development programs/planning and volunteer-related programs and engagement.
- Management of all day to day workforce issues and grievances including performance management, conduct-related matters, workplace investigations and administering the disciplinary process.
- Wellbeing, health and safety including enhancing a wellbeing culture at WV, and management of any workplace injuries and safety-related or Workcover claims.
- Implementation of our new values and embedding these into processes and programs.
- Administration/maintenance of payroll-related and other employee records/data
- Devising and maintaining an HR-related metrics dashboard and compiling relevant reports for the Board/CEO.

- Oversee the review and implementation of HR policies and procedures and legislative frameworks to facilitate best practice across the organisation
- Work closely with the Head of People to implement and conduct coaching and leadership activities for WV leaders.
- Drive a positive, collaborative culture with clear articulation of values and thoughtful interventions to manage change and establish a refreshed culture with clear expectations

The People Services Manager will work to continuously improve management within Wildlife Victoria to ensure a sustainable, professional and effective service is ongoing, plus a thriving, inclusive and positive team culture.

**The successful applicant will require strong expertise in HR / People & Culture to be a generalist business partner. Understanding of the not-for-profit / community context is beneficial.**

### Selection Criteria

#### Essential:

- Relevant tertiary qualifications in Human Resources Management and demonstrated working experience in HR / People & Culture / Leadership
- Right to Work within Australia
- Minimum 5-8 years senior experience in an HR partnership role
- Direct experience working across the broad range of specialist operational HR areas identified for the position including recruitment & retention, employee grievances and investigations, performance and misconduct management, health and safety and programs to support workplace culture uplift
- Highly developed relationship building, coaching and influencing skills with the ability to deal with confidential and complex people issues
- An engaging, caring, mature and supportive leadership style with demonstrated ability to motivate and lead through adversity and develop people to their full potential
- Strong competency in leading change and managing through ambiguity and under pressure
- Demonstrated experience in leading calmly through crisis and complexity
- Advanced stakeholder management skills and proven ability at engaging effectively at all levels, both internally and externally

#### Desirable:

- A genuine interest in wildlife.
- Understanding of the not-for-profit / community context is beneficial including exposure to managing a volunteer workforce.

### About Wildlife Victoria

Wildlife Victoria is a not for profit organisation that has provided the Victorian community with a Wildlife Emergency Response service 35 years. The organisation has approximately 70 paid staff and a large number of volunteers.

Every year thousands of native animals in Victoria become sick, injured, or orphaned, often as a direct result of human activity. If left unassisted, these animals may suffer and die in pain or of starvation. Our Wildlife Emergency Response Service receives notifications from members of the public via our emergency phone and online reporting system. We receive more than 130,000 requests for help a year and help over 80,000 animals. When a member of the public contacts us about a sick, injured, or orphaned animal, our Emergency Response Operators provide advice to help the caller manage the

situation appropriately, and when necessary, arrange for a trained volunteer to attend. They also liaise with other organisations to ensure the best possible outcome for the animal.

The rescue service relies on an extensive state-wide network of rescue and transport volunteers, veterinarians who provide pro-bono services for wildlife, and the licenced carers and shelters who accept animals into their care for rehabilitation and release.

We advocate for wildlife whenever their welfare is under threat or compromised. We support efforts by government, community groups and individuals to ameliorate threats to wildlife, particularly those that are caused by humans.

In addition to the rescue service, through our education programs and activities we help wildlife by providing people with the knowledge and skills they need for peaceful and positive co-existence with wildlife, and by facilitating positive community attitudes toward wildlife.