

Position Description

Position Title

People & Culture Manager

Reports To

Chief Executive Officer (CEO)

Direct Reports

Nil

Location

Tamworth, NSW (With some travel to other NICU sites required)

Hours

Full-time; flexibility and reasonable additional hours

Remuneration

Minimum Level 6, Banking Finance and Insurance Award (the Award) and superannuation guarantee.

Position Purpose

The People & Culture Manager is a pivotal member of the leadership team, tasked with overseeing the entire spectrum of Human Resources functions, Learning & Development (L&D), and the Employee Value Proposition (EVP) to support NICU's organisational strategy. This role is responsible for shaping and delivering the people strategy, ensuring that staff are engaged, skilled, and aligned with our purpose and values. By fostering a positive, inclusive, and high-performing culture, the People & Culture Manager plays a critical role in talent acquisition, employee experience, workforce planning, and compliance, while ensuring the EVP and organisational goals are consistently met.

Key Responsibilities

Strategic Leadership

- Develop and execute NICU's People Strategy, aligned with organisational objectives, risk appetite, and regulatory requirements.
- Partner with the CEO and Executive Team to embed culture, engagement, and performance excellence across the organisation.
- Act as a trusted advisor on workforce trends, organisational design, and change management.
- Provide data-driven insights and board-level reporting on people metrics and risk.

Employee Value Proposition (EVP) & Culture

- Design and implement a compelling EVP that attracts, engages, and retains top talent.
- Champion diversity, equity, inclusion, and belonging (DEIB) initiatives.
- Drive programs that enhance employee experience, wellbeing, and recognition.
- Support internal communications and change management through periods of transformation.

Human Resources Management

- Oversee all HR operations, including recruitment, selection, onboarding, performance management, and employee relations.
- Maintain accurate HR records and manage HR administration (contracts, documentation, uniforms, policy updates).
- Ensure compliance with employment legislation, NICU policies, and industry standards.
- Act as Grievance Officer and Work Safety Officer, managing investigations, workplace relations matters, compensation claims, and rehabilitation.
- Manage HR systems (HRIS) and data integrity for accurate reporting and insights.
- Conduct and report the annual Employee Engagement Survey.

Learning & Development (L&D)

- Develop and implement a robust L&D framework to build capability and support career progression.
- Conduct skills gap analyses; design targeted programs and blended learning approaches.
- Deliver and facilitate training; evaluate effectiveness and continuous improvement.
- Maintain training registers, calendars, and Staff Hub communications; ensure compliance-related training completion.

Position Description

Workforce Planning & Talent Management

- Lead succession planning and talent pipeline development.
- Monitor workforce metrics (e.g., time-to-fill, turnover, internal mobility, diversity) and provide data-driven insights.
- Manage remuneration and benefits strategy to ensure competitiveness, fairness, and alignment with performance and risk culture.

Organisational Development

- Facilitate change management initiatives to support business transformation.
- Drive engagement through surveys, feedback loops, and action plans.
- Support leadership development, coaching, and manager capability uplift.
- Contribute to organisational design, workforce planning, and culture-building initiatives.

Risk & Compliance

- Ensure HR and L&D practices comply with Board policies, regulatory requirements, and the Risk Management Framework.
- Detect, monitor, and escalate people-related risks; maintain controls in line with risk registers and Board-authorised strategies.
- Uphold WHS obligations; promote safe systems of work and continuous improvement in safety performance.

Key Relationships

- Internal: CEO, Executive Team, Department Managers, Employees.
- External: Recruitment partners, training providers, regulatory bodies, HR consultants.

Qualifications & Experience

- Degree in Human Resources, Business, or related discipline (postgraduate preferred).
- 8–10+ years of HR experience, with 5+ years in a senior leadership role.
- Proven track record developing and implementing People Strategy in financial services or similarly regulated environments.
- Strong knowledge of employment law, compliance, and HR best practice.
- Expertise in EVP design, L&D frameworks, organisational development, and change management.
- Fit & Proper: Clear APRA/ASIC and criminal history checks.
- WHS certification (desirable).
- On-site presence during business hours; ability to perform light manual handling (up to 5kg using aids).

Capabilities & Attributes

- Strategic thinker with strong business acumen and systems mindset.
- Exceptional communication, stakeholder engagement, and influencing skills.
- Ability to lead cultural change and build high-performing, inclusive teams.
- Data-driven approach to HR decision-making and reporting.
- High integrity, confidentiality, professionalism, and sound judgment.
- Strong organisational and project delivery capability; thrives in transformation.
- Commitment to NICU values and member-focused mission.

Performance Measures (KPIs)

- **Engagement & Retention:** Employee engagement index, voluntary turnover, regretted loss, DEIB outcomes.
- **Strategy Delivery:** Implementation milestones for People Strategy and EVP; adoption of OD and change initiatives.
- **Compliance & Risk:** Audit outcomes; timely completion of mandatory training; incident frequency/severity; adherence to policies.
- **Capability & Leadership:** L&D participation and completion rates; leadership development outcomes; internal mobility.
- **Talent & Workforce:** Time-to-fill, quality-of-hire, succession coverage, workforce cost metrics, HRIS data quality.
- **Culture & Experience:** Action plan closure rates post-survey; recognition program participation; wellbeing indicators.

Position Parameters

- Performs tasks and service requirements with due diligence within managerial guidelines.
- Operates in accordance with policies, procedures, deadlines, and delegated authority.
- Undertakes required training; provides supportive and meaningful guidance to staff.
- Participates in projects, continuous improvement, and risk management processes.
- Other responsibilities consistent with skills, qualifications, and experience.