



## POSITION DESCRIPTION

<b>Role title:</b>	Manager Human Resources	<b>Position number:</b>	ERA26006
<b>Status:</b>	Permanent	<b>Classification:</b>	Level 7
<b>Division:</b>	Corporate Services	<b>Effective date:</b>	August 2024
<b>Team area:</b>	Human Resources		

Conditions of employment are in accordance with the *Public Sector CSA General Agreement 2022* and the *Public Service Award 1992*.

### Reporting Relationships

Number of Positions Supervised 2

#### Supervisor

Position number: ERA24042  
Position title: Director Corporate Services  
Classification/Level: Level 8

### Organisational Context

The ERA is the independent economic regulator of electricity, gas, water and rail in Western Australia. Our purpose is to benefit all Western Australians by promoting strong economic outcomes through effective regulation and decision making. We strive to make sure current and future consumers pay no more than necessary for safe and reliable utilities.

The Corporate Services Division is responsible for:

- Human resource management services, including workforce planning, recruitment, staff development, management and engagement, payroll and performance management.
- Financial management services, the ERA's budget, accounts payable, accounts receivable and procurement processes.
- Information management and information technology services.
- Managing Governance, Audit and Risk.

How we work is just as important to us as what we do. Our people have integrity, strive for excellence, and build trust.

### Position Summary

The Manager Human Resources is responsible for leadership of the strategic and operational human resource management function to support achievement of the ERA's workforce and business objectives and ensure compliance with legislative and public sector standards and policy requirements.

The position provides strategic and operational HR advice, guidance and reporting to the CEO and management of the ERA.

## Position Activities

### Strategic leadership

- Leads development and implementation of the ERA's strategic workforce plan to meet changing demands, expectations and compliance obligations.
- Leads talent and capability planning and development in partnership with ERA's leaders, identifying and planning for current and future capability needs and leading development and implementation of strategic solutions.
- Provides strategic advice and high-level support to the ERA's Executive team and managers on complex HR issues and people and organisational development strategies, acting as a steward for organisational culture and values, and leveraging information to drive quality decisions.
- Provides support for organisational change management processes and development of change management capability, including coaching leaders.
- Develops, monitors, reviews and implements strategic and operational HR plans, policies, frameworks and procedures, ensuring alignment with ERA objectives and compliance with public sector standards and legislative requirements.
- Develops, monitors and evaluates HR systems and services to ensure they are customer-focused, efficient, contemporary and in line with ERA business needs and priorities.
- Provides a leadership and mentoring role in the development of people management capabilities across the organisation.
- Initiates, leads and undertakes complex projects relating to a broad range of HR strategic initiatives.

### Human Resource Management and Support

- Leads, manages and develops the Human Resources team, ensuring alignment of activities to ERA objectives and priorities and fostering a culture of continuous improvement and excellence in service delivery.
- Leads and manages delivery of all operational and transactional HR services including recruitment, employee engagement, establishment and classification related activities, payroll and personnel management, learning, performance management and development, and employee safety and wellbeing.
- Manages complex and sensitive grievances and workplace relations matters, engaging and managing delivery of external support and advice as required.
- Maintains effective oversight of service-level agreements and undertakes proactive contract management in relation to HR service delivery.

- Coordinates and manages HR reporting to meet internal and external requirements and to support informed decision making.

### **Communication and stakeholder liaison**

- Models a business partnership approach and works collaboratively with other teams and leaders across the ERA business to design, develop and implement effective HR solutions.
- Proactively builds and maintains productive working relationships with stakeholders and external agencies (including Public Sector Commission, Public Sector Labour Relations, and other government and non-government agencies).
- Participates on relevant internal and/or external committees and working parties and represents the ERA on complex and strategic workforce matters as required.

### **Governance / Accountabilities**

- Actively promotes and models behaviour demonstrating compliance with public sector legislative requirements and departmental policies, procedures, including exercising given delegations. In this regard particular attention is given to the application of:
  - o The guidelines and principles of the Western Australian Public Sector Code of Ethics and the ERA's Code of Conduct within a framework of high ethical standards.
  - o Appropriate Occupational Safety and Health and Equal Opportunity legislation and plans, policies, standards and practices.

### **Other**

- Other duties as directed, according to organisational needs.

## **Position Competencies**

### **ESSENTIAL:**

The occupant must be able to demonstrate, within the context of this position:

1. Extensive experience in managing successful delivery of a broad range of contemporary human resource management services and programs.
2. Demonstrated ability to lead, manage and develop a small team to deliver customer focused services in a professional HR environment.
3. Excellent conceptual, analytical and problem-solving skills with proven ability to partner with the business to develop and implement solutions to complex problems.
4. Highly-developed written, verbal and interpersonal communication skills with demonstrated ability to influence, negotiate and provide consultancy and coaching at all levels of the organisation.
5. Demonstrated skills and experience in project and change management.

**DESIRABLE:**

1. Possession of a relevant tertiary qualification.
2. Demonstrated working knowledge of public sector human resource and labour relations legislative frameworks, principles and practices and contemporary HR trends and issues.

**Appointment Conditions**

Location:	Perth
Accommodation	NA
Allowances / Special Conditions	NA
Specialised Equipment Operated	NA

**Certification**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

**Director**

Pam Herbener

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