



METROPOLITAN
CEMETERIES BOARD



JOB DESCRIPTION FORM

OUR VALUES: Compassion, Respect, Understanding and Integrity



Chief Human Resource Officer

Classification: Level 8

Division: Office of CEO

Position Number: 1212

Directorate: Human Resources

Location: Metropolitan sites

FTE Managed: 4

Leadership Context: Leading Leaders

Award/Agreement: GOSAC/PSCSA Agreement 2024 (as amended)

About the position

The Chief Human Resources Officer is Responsible to the Chief Executive Officer and provides trusted advice, guidance, and leadership on human resources, workplace and employee relations matters. The Chief Human Resources Officer shapes, drives and delivers workforce and workplace strategy and organisational development practices to best support the delivery of business outcomes. The position leads the provision of contemporary, responsive and fit-for-purpose human resource services and systems together with evidence-based policy and research to support sound decision-making and reflect contemporary human resource practice. The role facilitates governance practices that ensure appropriate compliance with regulations, standards and MCB-related agreements, and achievement of agreed goals and objectives.

About the Metropolitan Cemeteries Board

The Metropolitan Cemeteries Board (MCB) is a statutory authority responsible for the sustainable management of cemeteries in the Perth metropolitan area: Fremantle, Guildford, Karrakatta, Midland, Pinnaroo Valley Memorial Park, Rockingham Regional Memorial Park and Gngangara Aboriginal Cemetery. The MCB is a leader in cemetery management, delivering caring and sensitive experience with burial, cremation, memorialisation, community engagement and record keeping services, and is responsible for the licensing of Funeral Directors and Monumental Masons operating at MCB cemeteries.

The Chief Human Resources Officer (CHRO) is accountable for leading the people, culture and capability agenda across the MCB, and as such, is a key member of MCB's leadership team, partnering with and supporting the Chief Executive, fellow executives and senior leaders in pursuing this agenda.

Corporate responsibilities

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours in accordance with the MCB Code of Conduct.
- Takes reasonable care to protect your own health and safety at work, and that of others by co-operating with the health and safety policies and procedures and complying with applicable work health and safety legislation.
- Performs other duties as required.



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What the position involves

Workforce and Organisational Strategy

- Leads developing and implementing strategies and plans that build the right organisational capability, capacity and culture to deliver MCB's strategic and business outcomes.
- Leads business intelligence and analysis activities related to human resources, culture and workplace effectiveness to shape and inform strategic decision-making, risk management and strategy evaluation.

Human Resource Leadership

- Provides professional and timely advice and support to executives, senior managers and employees on all human resource and organisational development matters and fosters their understanding of their human resource or workplace management responsibilities.
- Provides operational leadership and advice to management and staff to ensure the effective and efficient implementation and application of human resource and workplace policies and practices.
- Provides leadership and uses initiative in handling current and emerging complex and challenging people-related situations and circumstances to deliver effective outcomes.

Governance

- Leads and coordinates research into modern workforce and workplace management practices; establishes and maintains contemporary frameworks, policies and strategies.
- Responsible for developing, maintaining and implementing contemporary workforce and workplace policies and procedures.
- Leads and coordinates the reporting and evaluation of all areas of human resource and workplace practices in line with MCB objectives and to ensure compliance with public sector standards, legislative, regulatory and policy requirements.

Organisation Development

- Works in partnership with business leaders to identify, develop and drive approaches, initiatives and policies that build a values-based, team oriented and high performing culture.
- Provides professional advice, guidance, and support to executives and leaders concerning the planning and managing reforms and change programs that impact MCB's workforce or workplace practices.
- Leads and manages programs that drive employee engagement, talent and leadership capability development, inclusion and diversity, improved organisational learning, and high performance.

Human Resource Practices

- Leads the development, integration and maintenance of human resource systems to support business needs and ensure compliance with MCB and sector standards and objectives.
- Leads and manages the accurate and timely capture and management of employee or personal information, and ensures that private, sensitive or confidential information is protected and secure.
- Supports all stakeholders to access and use human resource processes and procedures to facilitate compliance and good governance.

Service Delivery

- Leads and manages the accurate and timely capture and management of employee or personal information, and ensures that private, sensitive or confidential information is protected and secure.



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- Leads and manages effective delivery of HR operational and transactional services in line with MCB business objectives, compliant with legislative, public sector standards and policy requirements.
- Develops, monitors and evaluates services to ensure that services meet business requirements and outcomes.
- Manages complex human resource and industrial relations matters and ensures organisational development programs align with the strategic objectives of the MCB.

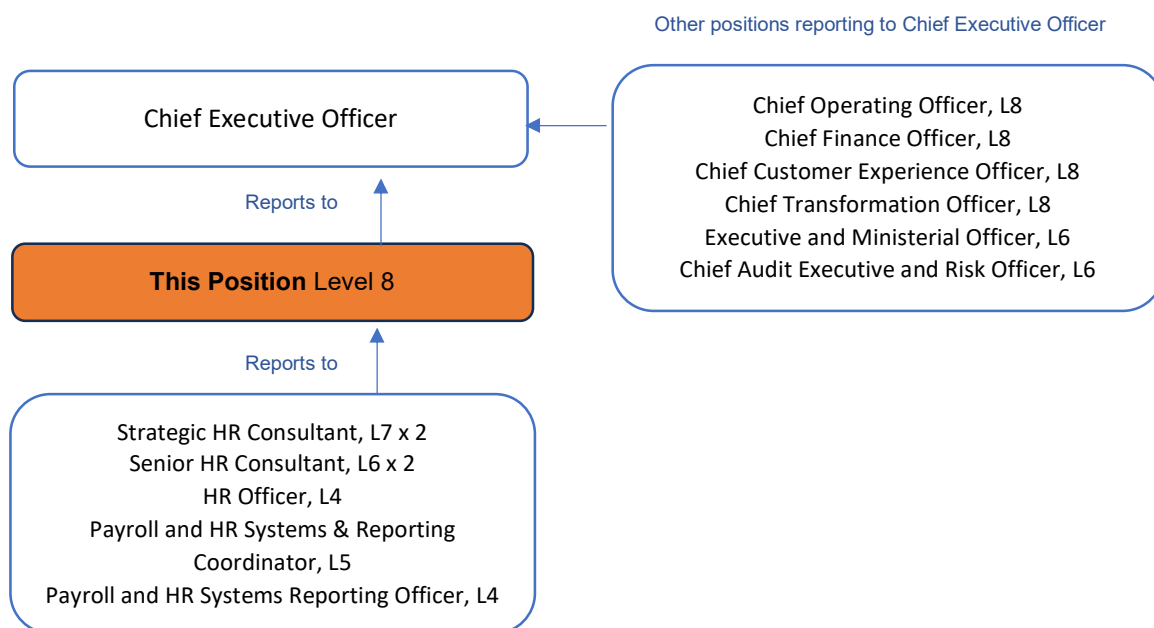
Relationships

- Builds and maintains effective internal and external working relationships with relevant stakeholders, including peers, colleagues, industry groups, specialist organisations, other public sector agencies and community members to support MCB in meeting its goals.

General

- Leads and develops a successful and productive team whose activities and advice are outcome-focused, accurate and responsive to business needs.
- Prepares and manages the human resource budget and monitors and reports expenditures.
- Performs all aspects of the role honestly and in accordance with the MCB's Code of Conduct and its values.
- Other duties as directed, according to organisational needs.

Reporting relationships



Capabilities required – the behaviours necessary to perform the role

For this role the expected behaviours are demonstrated in the context of [Leading Leaders](#). The Leading Leaders context is about getting results through leaders and their teams in a single business area, and by influencing leaders in other business areas.

- **Lead collectively:** You are able to translate and communicate the MCB's objectives into strategic projects and key performance areas for your leadership teams.



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- **Think through complexity:** You respect and oversee policies and processes related to risk and ensure your business area complies with agency and sector requirements.
- **Dynamically sense the environment:** You consider your solutions carefully, exploring the wider impact of your decisions on your business area and the broader operations of the MCB.
- **Deliver on high leverage areas:** You drive excellent performance in your teams, setting clear role and performance expectations, and ensuring a shared understanding.
- **Build capability:** You identify talent, enabling development opportunities and engaging in strategies that support talent retention in the sector.
- **Embody the spirit of public service:** You display and embody the spirit of public service in all your decision making, interactions and professional activities.
- **Lead adaptively:** You take ownership of change initiatives in your area, removing obstacles to change and working to achieve buy in.

Work related requirements - matching the right person to the job

The selection process includes assessing applications against the role specific requirements listed below and includes the ability to demonstrate how you apply the expected behaviours.

1. Extensive experience and knowledge of the contemporary management and delivery of human resource services at a senior level in a complex multifaceted organisational environment
2. Demonstrable skills in translating complex business strategies into meaningful people and organisation development strategies and plans that tangibly support the delivery of the business strategy.
3. Substantial experience of building disciplined, efficient and effective human resource functions that are recognised as such by leaders.

Desirable

1. Tertiary qualifications in a relevant discipline such as business management, human resource management, organisational psychology, public sector management or similar, relevant qualifications.

Other requirements

- Current and valid Western Australian driver's licence, or equivalent.
- A satisfactory National Police Clearance check.
- Australian citizenship or permanent resident of Australia as defined by the Commonwealth Immigration Act (if not currently held, must be acquired prior to commencement at the applicant's expense).
- Available to attend occasional offsite meetings outside of regular working hours.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.

Certification:

Date Registered	Date Classified	Delegated Authority
/ /2025	/ /2025	
Kathlene Oliver Chief Executive Officer		



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