



POSITION DESCRIPTION

HEAD OF EMPLOYEE EXPERIENCE

We are looking for employees of integrity, who are exceptionally high performers and can work collaboratively towards the achievement of our 2020-23 Vision of being *'an Institute, Workplace and Partner of Choice'*

ABOUT THE ROLE

Overview

The Head of Employee Experience is a key leadership and management role in the People, Culture and Safety (PCS) team that leads, manages and integrates core employee experiences across the employee lifecycle, consistent with the values and aims of Chisholm's People Plan, Operational Plans and Strategic Plan.

This role brings expertise, governance, and service excellence to key employee experiences; supports Business Area Managers in addressing day to day and longer term workforce challenges; and in so doing enables business performance. The role leads and manages, with a hands-on focus, key operational aspects of the employee experience, with employee engagement and well-being as central considerations, and with all practice and initiatives aligned with Chisholm's People Plan. This position is an operational role.

The Head of Employee Experience is accountable for the ongoing development and implementation of workplace governance frameworks, including policies, procedures and practices related to employee experience. The position drafts and manages Chisholm's contract of employment framework. The position ensures systems are in place for recording and managing information related to educator / teacher alignment with quality standards and employment requirements. The role manages the PCS Information Technology Project and Plan, to enhance PCS delivery of services through on-line systems. This position is also accountable for ensuring consistent implementation of Chisholm's interpretation of Awards and Agreements across the workforce, and also manages specifically allocated staff cases. The role implements and drives new and ongoing initiatives in Chisholm's People Plan related to the Employee Experience portfolio.

The position will also focus on building workforce capability through Chisholm's established Professional Development Framework, working from the substantive foundation already established, to ensure ongoing creative and engaging professional development, induction and training of the workforce, with priorities centred on the People Plan.

The position has accountability for placing the employee and their well-being at the centre of all practices and frameworks, ensuring that feedback through employee surveys and other mechanisms is integrated into practice, and communicated to the business through agreed channels, in a positive and constructive dialogue.

Reporting to and working closely with the Chief People Officer (CPO), this role is a key and active member of the PCS Leadership Team and the Chisholm Leadership Group (CLG).

Key Accountabilities

Leadership

- Design and deploy, strategies and plans, to ensure a seamless employee experience across critical aspects of the Employee Experience lifecycle for Chisholm's workforce, focused on supportive and easy processes with the employee at the centre of design principles, positioning Chisholm as a 'Workplace of Choice'.
- Drive Chisholm's 'Workplace of Choice' strategy in accordance with the People Plan and Strategic Plan.
- Ensure implementation of Chisholm's People Plan for the Employee Experience portfolio, driving the achievement of initiatives, which are implemented consistently with Chisholm's values.
- Deliver implementation processes, procedures and guidelines, to support the alignment of the workforce with our operational and strategic plans.
- Strengthen, promote and embed a positive culture in the Employee Experience team and in service delivery that encourages inclusivity, accountability and respect.

Business Growth

- Provide timely and expert advice and support for tenders, bids and fee for service programs, to ensure accurate and effective advice is provided to support the fee for service project.
- Implement and ensure that recruitment, selection, on-boarding, and induction, for fee for service programs meets tender requirements, supports business operations, and is within Chisholm's policy and governance frameworks.

Governance

- Develop and implement simple, agile and excellent integrated workplace governance frameworks and practices, across the Employee Experience area of accountability, including driving updated policies, procedures and practices related to:
 - job design and position descriptions;
 - employee attraction, recruitment, selection, on-boarding;
 - employment obligations, induction and probation;
 - Professional Development Reviews (PDR), Work Plans and Development Plans;
 - professional learning and development;
 - cessation of employment and exit interviewing; and
 - payroll practices.
- Integrate activities between HR Operations, Workforce Development and Teaching and Learning, to ensure sound management and reporting of teacher / academic quality requirements, including supervision, qualifications, competency and currency, scholarly activity.
- Ensure compliance with ASQA¹, VRQA² and TEQSA³ requirements, regulation and audit, including management of the Trainer and Assessor Register and teacher qualifications.
- Ensure active management and expertise to support Chisholm's Qualifications Committee, teacher qualification management, and advice to managers and staff.
- Deliver effective high quality educative support (online, in person, one-on-one support, guides to use, workshops, training, etc.) to managers and the workforce, as necessary to support the implementation of revised and new polices, practices and procedures and expert advice on application.

¹ ASQA: Australian Skills Quality Authority – National regulator for Australia's vocational education and training (VET)

² VRQA: Victorian Regulations and Qualifications Authority

³ TEQSA: Tertiary Education Quality and Standards Agency

- Ensure diversity is included in all Employee Experience practices and policies, to ensure Chisholm remains a 'Workplace of Choice' for all people, has inclusive people practices, and is known for its respectful workplace approaches for people who may have traditionally experienced disadvantage in the workplace. This will include ongoing management of the Family Violence Framework for staff.

Process Excellence

- Manage the implementation of the PCS IT project and the integration of IT systems within PCS, and with other Chisholm systems, with the priority being a positive and effective, employee and business area manager experience that achieves planned outcomes, including:
 - online approvals for positions, recruitment and selection;
 - online onboarding and induction, probation, PDR, professional development;
 - a learning management system for the professional development framework and qualifications;
 - revised systems for competency and currency recording, management and reporting;
 - online system for management of teacher work plans, reporting and productivity measurements; and
 - integration with Chisholm IT systems.
- Manage and lead workforce employment requirements, including enhanced online systems for educator competency and currency, teacher work plans, including online storage of records / evidence.

Service Excellence

- Ensure the PCS Service Charter is fully implemented and understood.
- Ensure agile operational responses to managers, to support problem solving and workforce operational challenges.
- Work closely with the Manager Workforce Development to:
 - drive a relentless focus on building workforce capability and skill;
 - ensure Chisholm's Professional Development Framework is optimised, and the Colleges and Hubs provide integrated development and support, activities and programs; and
 - deliver and support an effective, teacher induction and probation program, integrated with the teacher skills online modules to ensure reporting, follow up and induction that supports business area managers and employees.
- Work closely with the General Manager HR Operations to:
 - deliver a specialist recruitment strategy, to support teaching areas in attracting and retaining educators in skill shortage areas;
 - provide supportive management of probation for teachers / educators;
 - be responsive to day-to-day operational people challenges and needs;
 - resolve workforce challenges effectively within Chisholm's frameworks;
 - ensure Chisholm's agreed interpretation for Awards and Agreements are consistently implemented across the organisation;
 - review teacher additional payments system and development of guidelines, to support attraction and retention of teachers through additional payments and ensure the guidelines adjust with agility as the market shifts; and
 - resolve complex allocated staff case management.
- Draft, manage and review Chisholm's contracts of employment, ensuring HR Business Partners are well trained and enabled, to implement contracts of employment in line with Chisholm's protocols, delegations and intention.
- Manage and ensure expert advice to the business on the administration of contracts of employment and related employment lifecycle matters.
- Ensure prompt and appropriate referral, of potential or actual employee cases to Employee Relations and Health, Safety and Well-being, including adequate briefings from Business Partners and other team members, in accordance with the agreed PCS framework.

- Enhance employee experience and wellbeing consistent with the People Plan, through systematic initiatives, programs, and the Professional Development Framework, with a focus on addressing issues that have been identified through exit interviews, People Matter Survey, feedback from CLG / Executive reviews, EAP, case management outcomes.
- Manage and drive implementation of People Plan initiatives in the Employee Experience portfolio areas of accountability.
- Draft and finalise PCS Annual Report contribution and related reporting as required for approval.
- Work with the team to maintain an effective business partnering model that delivers commercially focused people solutions, which supports the business strategy and delivers value for business partners.
- Deliver trusted people systems, services and expert advice consistent with Chisholm's people frameworks.
- Develop and implement innovative, contemporary work practices that reflect best practice and a strong customer-focused approach that results in a positive employee experiences.
- Provide timely and accurate expert advice to business partners, and support them by providing them with the appropriate tools and training as required.
- Work closely with business partners and other key stakeholders, to assess workforce planning needs and implement these in accordance with Chisholm's strategy.
- Ensure consistency with the Child Safe Standards⁴ and respond in accordance with Chisholm's policies and agreed practices.

Stakeholder Management

- Build and maintain strong relationships with the Chisholm Leadership Group, ensuring delivery of a complete, seamless and employee experience focused service.
- Maintain relationships with relevant external bodies that supports Chisholm's objectives.
- Participate in relevant meetings and professional groups / associations, to remain up to date with current employee experience and HR trends and practices.

Performance

- Establish and regularly review performance metrics for the Employee Experience team consistent with the PCS Service Charter.
- Proactively identify, assess and implement opportunities for continuous improvement across the Employee Experience team.
- Increase engagement with the business and deliver on a range of people solutions that align with Chisholm's strategic and operational plans.
- Support team performance through effective management of team workload and continual team capability development.

People and Team

- Motivate, coach and manage the team towards the achievement of personal and business goals.
- Drive a culture of achievement that acknowledges the input of others.
- Maintain a respectful workplace free from discrimination, bullying and harassment.
- Promote the Vision and goals of the organisation, both internally and externally, with professionalism and enthusiasm.
- Encourage and lead staff to undertake relevant professional development.

⁴ *Child Safety & Wellbeing Act 2005 (Vic) - Child Safe Standards*

ABOUT US

Chisholm is Victoria's premier public vocational education and training provider, with campuses located across Melbourne and the South East.

Each year, we welcome some 35,000 students from over 43 culturally and linguistically diverse backgrounds. More than 1,400 passionate and dedicated Chisholm employees work together to deliver quality training and education in Melbourne's south east manufacturing heartland and key residential growth corridor.

A Victorian Government-owned TAFE, we aim to lead the way in education and training to inspire success and transform lives. Our purpose is to excel in education and training and be respected and valued for enhancing the social and economic futures of individuals, industry and communities.

Our drive for commercial success is underpinned by our core values of Opportunity, Integrity, Collaboration, and Achievement.

In the past 20 years, we have grown significantly to become a multi-sector institute, delivering a broad range of education and training programs and services in higher education, vocational education and training (VET) and school sectors across ten campuses in Victoria, online, in the workplace and overseas with partner educational and government organisations.

We offer over 250 courses, from VCE/VCAL/VETiS, through to nationally accredited qualifications such as certificates, diplomas, advanced diplomas, degrees, graduate certificates, graduate diplomas and short courses.

KEY WORKING RELATIONSHIPS

Reports to:

- Chief People Officer

Direct Reports:

- General Manager Human Resources Operations
- Manager Workforce Development
- People Plan Business Partner
- Wellbeing and Employee Experience Specialist

Internally

- Members of People, Culture and Safety Team
- Chisholm Leadership Group (CLG)

Externally

- Training Providers
- IT System Vendors
- Other TAFE Institutes

INDICATIVE BUDGET

Salary - \$1.85M

Non-Salary - \$1M

POSITION REQUIREMENTS

Qualifications

Essential

- Bachelor Degree in a relevant field relevant, including Human Resources, law, psychology or a related discipline.

Desirable

- Post graduate Qualification in a related discipline.

Skills and Experience

- Proven experience as an HR generalist, delivering core services to large and diverse workforces.
- Employee /workplace relations experience and expertise, including the resolution of case management.
- Substantial expertise and experience, in drafting and oversight of complex contracts of employment.
- Demonstrated depth of experience in leading and managing, the design and implementation of People Information systems.
- Significant experience in policy and procedure development, and implementation within governance frameworks.
- Substantial experience in human centred design and driving people solutions that deliver a positive employee experience, with employee wellbeing uppermost in the process of transforming workplace environments to meet business plans.
- Knowledge of contemporary practices in workforce development.
- Ability to build sustainable workflow systems and processes that are agile in delivery.
- Demonstrated experience in implementing Awards and Enterprise Agreements, together with a deep understanding of employment frameworks and legislation, and staff case management.
- Problem solving skills and the capacity to quickly solve workforce challenges within Chisholm's people governance framework.
- Ability to work in alignment with Chisholm's priorities, and work to achieve these in a timely manner and within Chisholm's governance frameworks.
- Exceptional conceptual, analytical and problem-solving skills, with a high attention to detail, combined with a strong focus on the employee experience and well-being.
- Ability to demonstrate critical thinking to ensure accuracy, identify opportunities for improvement and understand the business implications of decisions and processes.
- An experienced values-based leader with the ability to empower, develop and motivate a team comprised of established professionals and emerging professionals, and develop their capabilities.
- Exceptional verbal, written communication and presentation skills, with self-organisation skills.
- Able to build relationships, credibility and influence, at all levels of the organisation and with external stakeholders.

Desirable

- Experience in the Vocational Education sector.

ALIGNMENT TO OUR VALUES

We are looking for people who believe in our values of *Opportunity*, *Collaboration*, *Integrity* and *Achievement* and will uphold them in all communications, decisions and actions.

Opportunity

- We are encouraged to communicate our ideas.
- We strive to constantly deliver excellence in education.
- We have a 'Workplace of Choice' that is safe, positive and continually improving.
- We respect each other's roles and commit to shared goals.

Collaboration

- We are part of an innovative team working together; we are friendly, understanding and sensitive to our learners and customers.
- We care and look out for each other and the community, whilst delivering great service.

Integrity

- We are forward thinking and have a great reputation. We really want to make a difference.
- We are confident and consistent with our practice, and a partner of choice.
- We take ownership and responsibility, focusing on the best outcome for the learner and customer.

Achievement

- We are encouraged to grow professionally and as a person.
- We are driven to improve delivery and we are rewarded and recognized when we do.
- We celebrate achievements and congratulate others on their success.

ORGANISATION DIAGRAM

PEOPLE, CULTURE & SAFETY

This chart is a concise version and current at the time of publication.

