

Position Description

Position:	Human Resources & Culture Manager
Team:	Human Resources & Culture
Location:	Sydney / Thirlmere – with occasional travel to other sites
Date:	October 2024

Primary Purpose

Transport Heritage NSW's (THNSW's) Human Resources & Culture Manager (HR&CM) role is a broad multi-faceted (HR) people role that works across all areas of the organisation to enhance our workforce, our workforce engagement and our workplace culture.

Key to the success of this role will be a strong HR management background, coupled with the ability to develop strong, positive working relationships with others, across both paid and unpaid team members, at all levels and from all manner of backgrounds; excellent organisational and administrative skills with an eye for detail and the ability to manage competing deadlines; strong ability to resolve problems quickly and positively; proactive customer service attitude; excellent interpersonal and influencing skills. A strong 'safety first, but can do' attitude is essential.

Organisational Environment

Transport Heritage NSW Ltd (THNSW) is a not-for-profit, registered charity, member and volunteer-based company limited by guarantee, principally funded by the NSW Government.

THNSW is committed to delivering and continuously improving heritage transport experiences, events, attractions and asset management across NSW, proudly fostering our specialty in collecting, preserving and presenting rail transport heritage.

THNSW operates the NSW Rail Museum at Thirlmere and the Valley Heights Locomotive Depot Heritage Museum in the Blue Mountains, as well as offering heritage passenger rail experiences on its Thirlmere Heritage Railway (Loop Line) as part of the NSW Rail Museum, as well as throughout NSW and Australia.

THNSW requires adaptable, resourceful and flexible people with a desire to be part of this growing, dynamic and customer-focused organisation. THNSW has a core team of paid staff roles and active and growing volunteer base, along with its passionate membership base.

Key Responsibilities

The HR&CM's responsibilities include:

- **Strategy** – lead the development and implementation of THNSW People & Culture Strategy and framework, including its "*Culture Blueprint*" (currently under development), developing and implementing specific HR strategies and workforce initiatives supporting and enabling the achievement of THNSW overall business objectives and a positive, inclusive and growing workplace culture.
- **Policies & Procedures** – own THNSW's Human Resources Policies & Procedures framework; refresh or develop as required and administer the implementation of people policies and procedures which guide and support the development of THNSW's workforce.
- **Workplace Relations** – provide guidance and support to THNSW's managers, supervisors of teams and workforce/team members on HR matters including policies, procedures and best practices.
- **Corporate Culture** – provide input and leadership to workforce engagement activities including communications, recognition and reward programs and other initiatives that promote, support culture change and that nurture a positive, inclusive and increasingly diverse workplace culture.
- **Workforce Development** – support the development and implementation of workforce development and growth plans, recruitment, corporate induction and onboarding, development and training, succession planning and performance management.

- **Compliance** – ensure compliance with relevant employment laws and regulations at all locations where THNSW operates, keep informed as to external trends and Legislative or other Regulatory changes that may impact THNSW's workforce, including latest Fair Work, National Employment Standards and applicable Modern Awards, identifying and interpreting implications for THNSW.
- **Continuous Improvement** - preparation of reports, monitor and analysis people metrics identifying THNSW's own people and culture trends and areas for improvement, coupled with ongoing environmental scanning and evaluation of emerging broader societal trends and workplace changes, to formulate and making recommendations for continuous improvement; and
- other reasonable duties as required.

Key Role Dimensions

The HR&CM reports directly to the CEO, and is a member of a small, dynamic and focused Senior Management Team that works across all areas of THNSW's organisation.

The HR&CM leads and manages the activities of the THNSW Volunteers Program Coordinator (VPC) as a direct employee reporting role, as well as expert third party contracted providers for specific deliverables from time to time. The HR&CM may also establish and lead small, focussed working groups for specific projects and activities as required.

The HR&CM will work and communicate closely with all of the CEO, Senior Management Team, and all areas of the workforce across the organisation.

The HR&CM role is based primarily at our Sydney Head Office with regular travel to the NSW Rail Museum in Thirlmere. Occasional travel will also be required to other THNSW Heritage Sites and other organisations from time to time.

This role is based primarily in an office environment, however will also require regular visits to non-standard workplaces and from time-to-time working on weekends, early starts and late finishes, subject to events and activities.

Key Accountabilities

1. **Safety** – promote and adhere to THNSW's approach to safety and environment and ensure activities comply with the System Requirements, Safety Responsibilities, Authorities and Accountabilities within the Safety Management System (SMS).
2. **Ethics and Probity** – understand ethical behaviour and business practices, ensure that own behaviour and the behaviour of others is consistent with these standards and aligns with THNSW's core values of integrity, trust, service and accountability, and THNSW's Code of Conduct.
3. **Teamwork** – work cooperatively and collaboratively with others, respecting diversity and differences, to set goals, resolve problems and build THNSW's capabilities and effectiveness; be able to work both autonomously or in any team role
4. **Relationship Building** – establish and maintain strong positive working relationships with others, both internally and externally, to achieve the goals of THNSW. Facilitate the building of strong positive working relationships between others.
5. **Customer Service** – anticipate, understand and respond to the needs of internal and external customers to meet or exceed their expectations within the organisation's parameters; work closely with all Business Areas to understand support activities required with regards to human resources in those areas.
6. **Learning & Development** – support the developing of skills, capabilities and competencies of the workforce to assist with THNSW operations and build the organisations capabilities.
7. **Creativity, Innovation & Improvement** – identify and develop new and unique ways to improve THNSW's people and culture landscape; create new and novel opportunities for workforce engagement and participation.

Selection Criteria

1. Relevant tertiary HR qualifications with a Bachelor's degree in HR as a minimum.
2. At least five (5) years' broad-ranging HR Management experience, including proven operational experience in successfully partnering across a range of different business areas with different people priorities and needs.
3. Demonstrated in-depth knowledge and deep understanding of relevant and current employment Legislation, laws, regulations, standards and best practices, coupled with the ability to interpret and provide appropriate advice on requirements, impacts, and changes to policies, procedures, etc., to ensure compliance.
4. Proven ability to think strategically, and develop and implement successful human resources strategies, programs and initiatives that aligned to business objectives and needs, and that deliver agreed people and organisational culture outcomes and results, built on a cornerstone commitment to equity, diversity and inclusion in the workplace.

5. Excellent leadership, interpersonal and communications skills, coupled with highly developed stakeholder management skills, with a natural ability to liaise, influence, mediate, counsel and deal tactfully and effectively across a variety of people and groups.
6. Highly organised with demonstrated initiative, proven flexible and adaptive problem-solving skills with the ability to break down complex issues, requirements and/or data to develop pragmatic workable solutions and recommendations, proven time management and ability to prioritise tasks and workload for both self and others, and meet deadlines, proven attention to detail, experience in leading and managing others.
7. Must hold and continue to hold a current motor vehicle Driver's Licence; and have the ability to successfully complete any Police or other required checks relevant to THNSW's operating context with volunteers, youth, children and the public.

The following selection criteria are not essential, however highly desirable and would be an advantage:

1. Master's degree in HR or related field
2. Experience in Change Management
3. Experience in developing, managing and/or delivering development and training programmes.
4. Experience in the working with a large remote and/or intermittent workforce.
5. Experience or awareness of the requirements of working in, and an enthusiasm for, heritage, cultural tourism, regional attraction management sectors, not-for-profit organisation environments.