

# Position Description



## Head of People Services

People & Culture

February 2026

Agreement

Signed—Manager

Signed—Employee

Date

Date



## 1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

## 2. Overview and purpose of Strategy, People & Partnerships

The purpose of Wesley Strategy, People and Partnerships (SPP) is to enable and support the successful execution of Wesley Mission's strategy. In keeping with this purpose, the team leads key strategic initiatives to realise its vision and mission consistently with its values, and to ensure it functions optimally for the benefit of its internal and external clients and for the good of its employees and volunteers. The team offers strategic leadership and service support across Wesley Mission.

The Head of People Services is part of the People & Culture team within the SPP portfolio. The Wesley People & Culture team's purpose is to help the organisation succeed in its mission. It does this through workforce strategy, collaboration, consulting, compliance, advice, support, policies, processes, systems and education.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

Services include employment relations, human resources partnering and workforce management, learning & development, payroll and remuneration, organisational and leader development, reconciliation action, volunteers management, and work health and safety, including workers' compensation and workforce planning.

### 3. Purpose of role

The purpose of the role is to provide employment relations expertise, combined with generalist human resources leadership to enable service delivery and support services to fulfil the organisation's mission.

### 4. Relationships

Reports to:	General Manager People & Culture
Direct reports:	Application Specialist (TANDA) Coordinator Engagement Screening Human Resources Assistant Human Resources Senior Business Partner
Key relationships:	Executive leaders, managers, team leaders, team members, Human Resources Consultant, Human Resources Advisor, Workforce Planning Manager, Wesley People & Culture colleagues, industry / employer organisations, unions, Fair Work Commission, Office of the Children's Guardian, and regulatory bodies.
Leadership Framework Level:	Level 3
Industrial instrument:	Non-award

### 5. Major role responsibilities

- Provide excellent generalist human resources services to the organisation
- Ensure employment relations and human resources services meet the organisation's needs including through effective and compliant employment relations
- Collaborate and consult with service delivery and support service leaders on people matters to help ensure excellence in workforce management in line with the organisation's vision and mission, and its strategic and operational objectives
- Maintain currency of knowledge of industrial and employment legislation and regulatory requirements, including keeping Wesley Mission informed of its compliance obligations
- Ensure workforce policies, procedures, processes and related programs comply with legislative and regulatory requirements and that processes are in place to implement change effectively in line with Wesley Mission's values and strategy
- Lead, guide and mentor members of the human resources team to provide excellent service delivery and consulting services to the organisation, and ensure advice and support comply with industrial requirements and organisational values
- Oversee workplace processes including workplace investigations, internal grievance management and change support in accordance with policies and procedures

- Advise operational and executive management, Payroll, Application Specialist and human resources team members on compliance with legal and industrial requirements
- Facilitate development and engagement of team members for their professional growth and to help them strengthen organisational, team and individual performance
- Guide the development and delivery of people & culture training programs relating to the role
- Contribute to reporting for the Executive Leadership Team and Board
- Represent Wesley Mission in its engagement with regulatory agencies, employer and employee associations and bargaining
- Collaborate with the Workforce Planning Manager to help ensure roster compliance, efficiency, optimisation and innovation goals are met with a focus on people and our clients
- Oversee ad hoc workforce reporting
- Under the guidance of the General Manager People & Culture, lead and contribute to generalist human resources and organisational development initiatives and people & culture strategies and programs including technology improvement initiatives.

## 6. Professional responsibilities

- Focus the work at the level of the role (Leadership Level 3 of the organisation's Leadership Framework). This includes supporting and working in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed as described in the organisation's Leadership Framework Level 3.
- Prioritise safety throughout your service/s by familiarising yourself with and applying your responsibilities under the Work Health & Safety Management Framework Manual and related safety policies and procedures and site/service procedures. Ensure throughout your service/s that effective safety consultation is occurring via WHS Committees, Health & Safety Representatives and/or formalised Other Agreed Arrangements. Also ensure throughout your service/s that hazards and incidents are reported including near misses, and that they are investigated and resolved in a timely manner. Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Always act in good faith in the organisation's best interests, exercise due care and skill in your work, follow all lawful directions, demonstrate constant honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor and worship services as encouraged by your supervisor.
- Participate on at least a six-monthly basis in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Take personal responsibility for your personal career development and training.



## 7. Performance Measures

- Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

## 8. Selection criteria

To be successful in this position, you must possess the following:

### Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and Leadership Behaviours and Capabilities for Leadership Level 3 of the organisation's Leadership Framework, and:
  - Role model the organisation's Vision, Mission and Values.
  - Value people through kindness, respect, care and support.
  - Foster trust through honesty, integrity, reliability and fairness.
  - Work 'at level' (Leadership Level 3), providing strategic leadership, guidance and support for your portfolio and team not reaching into the work of the team unless necessary.
  - Demonstrate personal accountability and ensure the accountability of your team, including conduct, compliance, performance and effective service provision.
  - Ensure a safe, supported and highly engaged team environment by applying the organisation's engagement and safety frameworks, tools and practices for leaders.

### Essential skills/knowledge

- Expert knowledge and capability in the interpretation and application of human resources, employment and industrial relations legislation, regulations and processes, and ensuring organisational compliance
- Extensive experience and well-developed skills in representation before workplace relations tribunals, including the Fair Work Commission and anti-discrimination agencies
- Self-starter with a strong work ethic and drive to achieve high quality, timely results including via positive collaboration
- Exceptional leadership capability, including leading a high-performing, highly engaged team and supporting employee engagement strategies and organisational development initiatives
- A keen interest and ability in generalist human resources and people & culture strategies and initiatives
- Highly effective collaboration and consulting skills that show an understanding of stakeholder needs to develop fit for purpose solutions and responses to needs
- Ability to influence others positively to achieve high quality outcomes
- Exceptional oral and written communication skills, including report writing skills



- Tertiary and/or professional qualifications in a relevant field such as human resources, employment law or psychology.
- Personal Christian commitment in support of the organisation's mission of 'Continuing the work of Jesus Christ in Word and deed'.

#### **Desirable skills/knowledge**

- Experience in a not for profit or community service organisation.
- Generalist human resources training and qualifications

#### **Agreement**

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.

