

# Position Description



## Executive General Manager People & Culture

Wesley People & Culture  
July 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.

Wesley Mission's strategic plan is based on four key directions, namely:

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

Wesley Mission's range of community services 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 of Wesley People & Culture Team

The Wesley People & Culture team exists to help the organisation succeed in its mission. It does this through workforce strategy, collaboration, consulting, advice, support, policies, processes, systems and education; inspired by its vision, guided by its mission, informed by its strategy and underpinned by its values.

Services include employment relations, learning & development, payroll and compensation, organisational and leader development, people analytics, volunteers management, work health and safety, including workers' compensation, and workforce planning.

## 3. Purpose of role

The purpose of the role is to help the organisation fulfil its mission with an enabling culture that reflects the organisation's clear vision and values. It is a senior leadership role responsible for building, maintaining and developing the organisation's people strategies to support Wesley Mission's strategic growth and sustainability and strengthening its culture to achieve this effectively. It oversees all facets of the employee and volunteer experience including recruitment, onboarding, workforce planning, leader and organisational development, engagement, safety, compensation, compliance and culture-building to make Wesley Mission a leading community services employer.

## 4. Relationships

Reports to: Executive Director Community Services

Direct reports: Head of People Services  
Head of Work Health & Safety  
HR Analyst  
Learning & Development Manager  
Payroll Manager  
Volunteering Manager

Key relationships: Executive peers, Heads of Services, Senior Staff, Program Managers,  
Vendors, Industry associations, Unions

Leadership Framework Level: Level 1

Industrial instrument: Non-Award Salary

## 5. Major role responsibilities

### Strategic Leadership & Culture

- Lead and continuously develop Wesley Mission's People & Culture strategy, to help achieve the organisational strategy and business plans.
- Embody and champion Wesley Mission's vision, mission and values through all people-related practices and initiatives.
- Develop frameworks, initiatives, programs and systems that enhance engagement, wellbeing, safety and performance.
- Contribute to internal communications to keep managers, employees and volunteers informed and engaged.
- Develop and maintain feedback processes that provide actionable insights, and actioning and monitoring these.
- Provide strategic advice on organisational design, workforce and talent management.
- Provide strategic and operational workforce insights for the Executive team through reporting and analytics, including fit-for-purpose benchmarking.

### Talent & Workforce Planning

- Lead and improve end-to-end talent acquisition, including developing efficient and effective processes that are on-brand for Wesley Mission's desired culture and people experience.
- Partner with senior leaders for strategic workforce planning to help anticipate resource and capability needs and build workforce plans.
- Develop succession planning processes and retention strategies to ensure maintenance and strengthening of capability, knowledge retention and performance.



## Learning & Development

- Oversee professional development initiatives including leadership programs and activities and external learning partnerships.
- Create individual development planning tools and processes that help recognise employee contributions, individual development and hygiene factor maintenance.

## Performance, Reward & Recognition

- Partner with leaders to ensure high potential individuals can access coaching, mentoring, training and development opportunities building on their strengths and aligned with the values and goals of the organisation.
- Oversee performance management, remediation and improvement frameworks, policies and procedures, for compliance with legislation and regulations, and reflecting Wesley Mission's values and culture, aimed at best practice for accountability and best outcomes.
- Lead and optimise the annual performance review policy, procedure and tools for goals, achievement recognition, development and hygiene factors.
- Develop and implement employee benefits programs.
- Lead remuneration planning, including market benchmarking.
- Implement programs and processes that help leaders build high-performing teams and encourage professional development for individuals.

## Compliance & Risk

- Oversee industrial compliance with the Fair Work Act, workplace legislation, visas, migration, criminal record and working with children checks, aged care and NDIS compliance requirements. Also compliance for officers concerning insolvency and conflicts of interest.
- Oversee an effective and compliant work health and safety framework, policies and procedures and training.
- Implement policies, procedures and systems to ensure privacy obligations are met.
- Lead policy development and review in line with legislation and evolving business needs.
- Work with external counsel or Executive team to manage potentially high-risk employee and volunteer-related legal issues and risks.
- Ensure with Payroll Manager that compliant Payroll policies and procedures are in place and applied.

## HR Operations, Systems & Reporting

- Lead the design, implementation and development of fit-for-purpose people systems, and ensure data integrity and process improvements.
- Ensure people systems enable Wesley Mission's culture, strategic and operational needs, including for efficiency and effectiveness.
- Lead onboarding and offboarding programs that enhance the employee experience.
- Collaborate with Finance team to optimise payroll / general ledger processes.



- Handle sensitive employee matters in line with organisational values with discretion and professionalism.
- Report routinely on people metrics for actionable insights and decision support.

### Workplace Culture

- Understand, influence and exemplify Wesley Mission's desired workplace culture.
- Contribute as a member of the Reconciliation Action Plan Working Group, to the organisation's Reconciliation Action Plan and goals.
- Design and implement models of practice that will help create the desired culture in every Wesley Mission workplace.

## 6. Professional responsibilities

- Focus the work at the level of the role (Leadership Level 1 of Wesley Mission's Leadership Framework).
- As an employee, be responsible under the Work Health & Safety Act for the health and safety for your own and others' safety at work. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health & Safety Management Framework Manual and site procedures.
- Participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures.
- In relation to Wesley Mission, attend such functions, meetings, seminars, training courses as directed by your supervisor.
- In relation to Wesley Mission attend worship services as encouraged by your supervisor.
- Participate with your manager on at least a six-monthly basis in Wesley Mission's Contribution and Development Plan process.
- Take responsibility for personal career development and training.
- Participate in Wesley Mission's Orientation program to gain an understanding of, and promote, the application of gender equity, Privacy Act, Work Health & Safety Act, Workers' Compensation and Injury Management Act, Fair Work Act and other relevant legislation.
- Act in good faith in Wesley Mission's interests including ensuring the reputation and integrity of Wesley Mission is maintained.

## 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, candidates must possess the following:



### Demonstrated behaviours

- Conduct consistent with Wesley Mission’s Code of Conduct and Leadership Behaviours and Capabilities for the Senior Leadership Team, including:
  - Role model Wesley Mission’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 1), 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 work environment.

### Essential skills/knowledge

- Minimum 5 years in a senior HR/People & Culture leadership role.
- Demonstrated history of commitment to people-first decision making and ethical practices.
- An impeccable record of acting with integrity, transparency, and genuine care for team and others’ wellbeing.
- Proven experience delivering strategic people initiatives that enhance culture and performance.
- Experience working directly with executives and reporting to Boards.
- Good working knowledge and application of the Fair Work Act and employment legislation.
- Excellent communication (written, verbal, interpersonal), influencing and stakeholder relations skills.
- Ability to work independently and manage multiple priorities effectively.
- Experience with leading system implementations, changes and improvements, workforce analytics, metrics and reporting giving actionable insights and support for executive decision making.
- As a key role within Wesley Mission, you will have an active Christian faith and will see your role as a vocation – an expression of your faith.

### Desirable skills/knowledge

- Experience leading workforce planning initiatives, including succession and talent pipeline development.
- Demonstrated experience designing and implementing performance management frameworks and supporting leaders through difficult conversations.



- Hands-on experience resolving industrial and employee relations issues, including interpretation of Modern Awards, policy development and liaising with legal counsel.
- A track record of contributing to executive or board-level strategic planning discussions and translating these into people-related actions.
- Comfortable balancing strategic leadership with direct delivery and support of people initiatives as needed.
- Experience in a not for profit or cause related management.
- Experience with the Dayforce Human Capital Management System.
- An understanding of the challenges involved in managing a diverse workforce within a for purpose environment.

### **Training and qualifications**

- Degree or postgraduate qualification in Human Resources, Employment Relations, Psychology or related field.

### **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.

