

Position Description

People Services Manager

Position	Manager People Services
Team	People Services
Role Classification	Senior Manager
Employment Type	Full Time, Permanent
Hours	38 hrs per week
Location	All of Family Life Service and Retail sites
Reports To	Chief Financial Officer
Effective Date	January 2026

Overview of Program

To empower Family Life's mission by delivering inclusive, strategic, and people-centred services that attract, develop, and retain exceptional talent. We champion a high-performance, values-driven culture through best-practice recruitment, development, and employee engagement, ensuring compliance and fostering a safe, respectful, and thriving workplace for all.

Position Objective

The People Services Manager is responsible for leading and managing the full spectrum of people-related services across Family Life. This includes recruitment, onboarding, supporting high performance, organisational development, offboarding, industrial relations, and compliance with employment legislation. The role ensures strategic alignment of people practices with Family Life's strategic plan and fosters a high-performance, inclusive, and values-driven culture.

Key Responsibilities

The key responsibilities include but are not limited to:

Leadership & Strategy

- Develop and implement people strategies for Retail and Services staff that is aligned with organisational goals.
- Provide strategic HR advice and support to the CFO and senior leadership.
- Lead and mentor the People Coordinator and People Partner to ensure effective delivery of HR services.

Recruitment & Onboarding

- Oversee end-to-end recruitment processes, ensuring timely and effective hiring.
- Develop and maintain talent acquisition strategies that are consistently applied across Family Life.
- Manage onboarding programs to ensure smooth integration of new employees.

Driving High Performance

- Design and implement frameworks that drives high performance
- Support leaders in conducting performance reviews and managing underperformance.
- Promote a culture of continuous feedback and development.

Organisational Development & Offboarding

- Lead initiatives related to workforce planning, succession planning, and capability development.
- Manage employee lifecycle processes including promotions, transfers, and exits.
- Conduct exit interviews and analyze trends to inform retention strategies.

Industrial Relations & Compliance

- Manage employee relations issues, including grievances, investigations, and disciplinary actions.
- Ensure compliance with employment laws, awards, and enterprise agreements.
- Liaise with legal advisors and external bodies as required.

HR Operations & Systems

- Oversee the selection, implementation and ongoing use of a new HRIS ensuring data integrity and reporting accuracy.
- Develop and maintain HR policies and procedures.
- Monitor HR metrics and provide insights to support decision-making.

Engagement

- Lead employee engagement surveys and action planning.
- Support wellbeing and recognition programs.

Occupational Health & Safety (OH&S)

- Ensure compliance with OH&S legislation and organisational policies.
- Promote a safe work environment through proactive risk management and safety initiatives.
- Lead incident investigations and implement corrective actions.
- Coordinate OH&S training and awareness programs.
- Monitor workplace safety metrics and report to leadership.

Key Relationships

- CFO and Executive Leadership Team
- People Coordinator and People Partner
- Finance Team and Payroll Team
- Department Managers and Team Leaders
- External HR consultants, legal advisors, and recruitment agencies

Key Selection Criteria

Essential

- Proven experience in a senior HR role with broad generalist responsibilities.
- Tertiary qualifications in Human Resources, Business, or related field.
- Strong knowledge of employment legislation and industrial relations.
- Demonstrated ability to lead and develop HR teams.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Strategic thinking with hands-on operational capability.

Desirable

- Experience in a fast-paced or complex organisational environment.
- Familiarity with HRIS platforms and data analytics.
- Experience in the implementation of a new HRIS system
- Experience in Retail Sector
- Experience in Family Services Sector

The Family Life Way

The six behaviours of **The Family Life Way** are at the heart of the work that we do; they inspire us to achieve the best results for our clients and the communities we serve. The Family Life Way exemplifies our commitment to supporting our people to produce quality services and outcomes.

Create Safety



- Safety for Clients and Peers
- Respect, Empowerment & Well-being
- Be Supportive
- Be Kind

Celebrate Difference



- Welcome Diversity
- Celebrate Difference Of Ideas
- All Community Members are Welcome at Family Life
- Share Knowledge and Experiences

Be Bold



- Fail Forward
- Lead By Example
- Ask Why?
- Ask for Feedback and Self-Reflect

Be Real



- Be the Best Version of Yourself
- Admit What You Don't Know
- Have the Hard Conversations, Respectfully
- Be Open and Honest

Dream Big



- Have Stickability - Persistence
- Think differently, Innovatively
- Be Adaptable
- Plan and Prioritise

Embrace Everyone



- Many Voices, One Purpose - To Transform Lives for Stronger Communities
- Collaboration
- Partnerships
- Be Inclusive and Encourage Participation

Additional Information

- Family Life is a youth and child safe organisation that values, respects, and listens to children and young people.
- All offers of employment are subject to a satisfactory Working with Children Check and Police Records Check.
- Family Life operates across multiple sites, therefore it is essential that all employees hold a current Victorian Driver's License.
- Family Life offers generous salary packaging benefits.
- All offers of employment at Family Life are subject to a six-month probationary period.
- Family Life is committed to providing a safe, healthy and friendly working environment.
- Family Life prides itself on being flexible and family-friendly wherever possible for the mutual benefit of employees and the organisation.
- Family Life expects all employees and volunteers to understand and behave in accordance with our principles, purpose, values and code of conduct.