Position Description
People and Culture Manager

Position	People and Culture Manager
Team	People and Culture
Role Classification	TBC - Generous Salary Packaging + Super
Employment Type	Full Time, Permanent
Hours	38 Hours per week
Location	Family Life Services and Retail Sites, Bayside and Mornington Peninsula, (Bunurong and Wurundjeri Land)
Reports To	Chief Financial Officer
Direct Report/s	People and Culture Business Partner People and Culture Coordinator
Effective Date	December 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 and Culture 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 safe, high-performing, inclusive, and values-driven culture.

Key Responsibilities

The key responsibilities include but are not limited to:

Employee Relations

- Provide timely and practical advice and coaching to managers and employees on employee relations matters, including performance, conduct, workplace conflict and grievances, in line with Family Life policies, employment legislation and relevant industrial instruments.
- Oversee fair, consistent, and values-aligned processes for managing complaints, disputes, disciplinary matters and workplace investigations.
- Identify employee relations trends and risks, and contribute to policy, practice and culture improvements that promote a safe, respectful and inclusive workplace.
- Ensure compliance with the Fair Work Act, the National Employment Standards, the SCHADS Award and General Retail Award.

Organisational Performance and Capability Building

- Identify organisational learning needs and opportunities
- Coordinate organisational training and ongoing professional development activities
- Coordinate performance review cycles across the organisation. Support managers to use these cycles for performance and development planning and to support their team's learning.
- Support managers and employees with performance and development planning and assessment, including goal setting, providing feedback and career development conversations.
- Coach managers on leadership, providing feedback and managing teams.
- Evaluate learning initiatives and use feedback, data and emerging workforce needs to improve training, capability-building and knowledge-sharing across Family Life

Recruitment and Onboarding

- Support end-to-end recruitment processes, including advertising, and as needed, shortlisting, interview coordination, reference checks, and appointment documentation.
- Support managers to develop recruitment materials, selection criteria, and interview processes.
- Coordinate effective onboarding processes to ensure new employees are welcomed, and equipped to understand their role, team, and organisational expectations.
- Design and review recruitment and onboarding practices to support fair, consistent, accessible and inclusive experiences for candidates and new employees.

Wellbeing, Diversity and Inclusion

- Identify and respond to psychosocial hazards such as burnout, vicarious trauma, occupational violence and workload pressure, in line with Victoria's psychosocial regulations.
- Run staff engagement surveys and associated action plans.
- Champion diversity, equity, inclusion, and cultural safety and drive or support initiatives, as needed.
- Coordinate reflective practice and debriefing providers and ensure staff have access to EAP and relevant mental health support.
- Manage workers' compensation claims and return-to-work plans.
- Support internal communication and change management during key organisational changes.

Leadership & Strategy

- Provide strategic advice and guidance on people and culture matters to the Executive Group.
- Assist with the collection of data and preparation of reports for Executive Group and Board.
- As a member of the Executive Leadership Team, contribute to the smooth management of the organisation, implementation of the Family Life strategic plan, and other organisational initiatives

Team Leadership and Collaboration

- Manage the People Business Partner and People and Culture Co-Ordinator, providing direction, supervision, support and professional development.
- Foster strong collaboration across teams and contribute to effective whole-of-organisation management.

General

- Contribute to a positive team and organisational culture that promotes inclusion, anti-racism, cultural safety, respect and a team approach.
- Support the achievement of Family Life's vision, purpose, values and strategy, adhering to organisational policies and procedures.
- Attend staff, team and planning meetings, and participate in performance review processes.
- Participate in professional development as applicable.
- Participate in events as required.
- Perform other duties as directed and necessary to the proper performance of the role

Personal attributes - essential

- Adaptable – enjoys contributing at both management and hands-on delivery levels, as required.
- Responsive – enthusiastic about enabling frontline functions to deliver for the community.
- Collaborative - relishes working as a team and adopting a whole-of organisation perspective to issues.
- Values-aligned
- Experience working in the community services or not-for-profit sectors.

Key Selection Criteria

1. Degree in Human Resources, Business, Organisational Psychology or related discipline.
2. At least 10 years' experience in a generalist or senior HR role covering recruitment, employee relations, performance management and workforce planning.
3. Strong understanding of diversity, equity and inclusion, and an ability to foster a culturally and psychologically safe workplace.
4. Demonstrated ability to provide clear, practical and timely HR advice to managers, and to coach them in people management skills, including the judgement to know when to escalate matters or seek external advice.
5. Demonstrated experience handling grievances and performance concerns in a fair and legally compliant way and working with managers to resolve them.
6. Sound working knowledge of the Fair Work Act, the National Employment Standards, relevant modern awards (such as SCHADS and General Retail awards), Victorian long service leave and anti-discrimination legislation.
7. Understanding of the Victorian OHS Act, psychosocial hazard obligations and workers' compensation processes.
8. Excellent written and verbal communication skills, with the ability to build trust with staff and volunteers and advise and influence leaders and managers.
9. Strong organisational, problem-solving and data analysis skills, including workforce reporting.
10. The ability to work independently, including by exercising sound judgment and managing workload with minimal supervision.
11. Demonstrated ability to build and maintain positive relationships with diverse stakeholders and work through conflict.

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 and valid Victorian Driver's Licence.
- 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.