

# Position Description



Position Title	<b>Group Senior Manager People Services</b>
Position No	00086600
Delegation Level	003
Job Designation	Manager
Organisational Unit	People Services
Work Centre	Brisbane
Position Type	Permanent
Rail Safety Worker	No
Medical Fitness Standard	Refer to relevant business instructions.
Performance Plan Type	
Shiftworker	No
Classification (Range)	Contract
Pay Scale Type	Contract
Reports to Position	Grp Executive People, Safety & Sustain

## **QUEENSLAND RAIL VALUES:**

- 1 Queensland Rail - We do better together
- Treat others with respect - We appreciate everyone's contributions and differences
- Empower our people - We have confidence in our people
- Act Safely - We work safe, to go home safe
- Make a positive difference - We learn from today, to improve tomorrow

## **Position Purpose**

To operate as the organisational lead for the People Services function, focused on the timely resolution of people related matters as leader of the HR Central and People Business Partner teams. Develop and implement a whole of organisation, customer focused, people services strategy which is designed to deliver People Services congruent with lines of business and corporate centre objectives. Optimise the customer experience and performance of People Services through the adoption of modern digital technologies, frameworks and processes that result in quantifiable improvement in the customer experience and performance of People Services.

## **Position Responsibilities**

1. Participate as an active member of People Safety & Sustainability (PSS) Senior Leadership Team (SLT) to provide leadership of People & Culture issues through effective strategy formulation, customer, business partner and stakeholder engagement, financial and commercial excellence and people leadership.
2. Work with the Group Executive People Safety & Sustainability and the PSS SLT to lead the development of people management strategy and frameworks in the core areas of People services and People Business Partnering to support all areas of the business.
3. Lead and manage organisational teams responsible for people services activities, including: HR Central Service Centre, Vendor management, performance management and investigations, Human Resource Administration, tier 1 and 2 people related advice and support, HR Reporting and Records, Positions Administration, and HR Operational Excellence
4. Support the HR Central and People Business Partners teams by fostering sound relationships with People and Safety functions to develop an aligned approach to satisfy to needs of People Services#

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- lines of business and corporate stakeholders.
5. Establish effective working relationships and alignment with other stakeholders, particularly with Corporate Centres, Government and Union parties.
  6. Develop and manage budgets for the group, driving cost improvements where appropriate
  7. Take a continuous improvement orientation and support Ready for Growth initiatives in the development of future workforce and product plan delivery.
  8. Manage performance and development of team members within the group, facilitating an engaged and motivated team culture.

## **Additional Factors**

The appointee will be required to :-

- Comply with Queensland Rail's Code of Conduct;
- Observe all legal and safety obligations of the organisation;

## **What is the key selection criteria**

1. High level of function leadership, strategic thinking and management skills including experience developing and delivering business strategies in line with business objectives.
2. High level of skill in the strategic management of People services, including knowledge of Shared Services/Call Centres operations, employee performance management, compliance, solutions delivery, and customer service orientation.
3. High level of skill in creation of an inclusive performance, Customer centric and results orientated culture, promoting responsible people leadership and management.
4. High level of skill in building strong levels of team engagement and productive culture through inspirational and encouraging leadership.
5. High level of influencing, interpersonal, consultation, relationship building and negotiation skills that build and sustain productive relationships and partnerships.
6. Knowledge of and willingness to commit to and work within Queensland Rail's Values and Behaviours.

## **Pre-employment Checks:**

Not Applicable

## **Mandatory Qualifications (If not already held, I will gain these when in position)**

- 40007588 Wunya Induction
- 40001627 Building Emergency Procedures

## **Enterprise Qualifications (If not already held, I will gain these when in position)**

- 40009601 Code of Conduct Refresher
- 40006537 Rail Safety Awareness

## **Work Group Qualifications (If not already held, I will gain these when in position)**

- 40011176 DFV Employee Training Part 1
- 40012201 DFV Employee Training Part 2

## **Health, Safety and Environment Responsibilities**

Comply with the overarching document called Health, Safety and Environment Responsibilities MD-11-6843 located in the Safety and Environment Management System.

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## **Personal Protective Equipment needs:**

Refer to relevant business instructions.

## **Safety Publications**

Refer to relevant business instructions.

### **Please Note:**

Queensland Rail has a random alcohol and other drug testing program.

Testing can occur anywhere, at any time, on any day.