



POSITION DESCRIPTION

West Australian Symphony Orchestra

POSITION:	Human Resources Manager	
DEPARTMENT:	Human Resources	
LOCATION:	445 Hay Street Perth, WA	
UNDERLYING AWARD:	N/A	
AWARD LEVEL:	N/A	EFFECTIVE DATE: January 2025

1. PURPOSE OF POSITION

The Human Resources Manager is responsible for providing operational delivery of high-quality HR services and expert support and advice to management and staff. The role works closely with the Executive Management team to identify, develop and implement solutions across a range of HR functions including, strategic workforce planning, performance & development, end-to-end recruitment, payroll, workplace culture, industrial relations, workplace health & safety, workers compensation, reconciliation action plans and training/professional development.

This role is the key driver and leader in ensuring the effective development and implementation of HR strategies, policies and processes for the business. The role fosters a workforce culture that is consistent with WASO’s organisational culture, emphasising organisational values, and operates in a manner that supports and advocates WASO values to help achieve strategic business objectives, wellness and safety.

2. KEY RELATIONSHIPS	
REPORTS TO	TBD
DIRECT REPORTS	Payroll Administrator
KEY INTERNAL RELATIONSHIPS	All Executive Managers Management Consultative Team Committee Workplace Health & Safety Committee
KEY EXTERNAL RELATIONSHIPS	Workers Compensation Insurance Agencies Rehab Providers Training Providers

3. WASO VALUES	BEHAVIOURAL REQUIREMENTS
EXCELLENCE Our pursuit to be the best never ends	<ul style="list-style-type: none"> We continue to learn and improve as individuals and as a team We celebrate our achievements and those of others We value a disciplined workplace that nurtures a strong culture of creativity and innovation We are open to give and receive constructive feedback
PASSION We love what we do and share this enthusiasm with others	<ul style="list-style-type: none"> We take great pride in our place and in our connections with the community We stand up to our challenges, bringing energy, commitment and resolve We find meaning and joy in the little things, because all of them count for the big ones We look ahead with optimism and make informed decisions for our future
TEAMWORK We are better when we’re together	<ul style="list-style-type: none"> We prioritise the health, safety and wellbeing of ourselves and those around us

	<ul style="list-style-type: none"> • We understand our role, and how this contributes to the company's place in our community • We honour our commitments to get the job done well, and ask our colleagues to bring the same high standard each day • We communicate with respect at all times and take ownership of our actions
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4. KEY RESPONSIBILITIES:	
1. High level support and advice 2. Employee Performance & Development 3. Policies & Compliance 4. Manage the Employee Life-Cycle 5. Payroll	6. Employee Relations 7. Industrial Relations 8. Workplace Health & Safety 9. HR budget 10. Learning & Professional Development 11. General Duties
KEY RESULT AREA	MAJOR ACTIVITIES
1. High level support and advice	<p>Providing high level, timely and professional advice to the Chief Executive, Executive Management group and employees in the areas of recruitment, performance management, industrial relations, mentoring and coaching, workforce planning, learning & development, succession planning, reward & recognition, award, EBA interpretation and application, and other strategic HR areas as and when required.</p> <p>Provide advice and point of reference to managers and staff to ensure legislative compliance.</p> <p>Provide support and coaching to leadership team on the development of effective strategies to drive cultural change that aligns with the organisational strategy.</p>
2. Employee Performance & Development	<p>Managing the annual performance and development appraisal process & reporting.</p> <p>Managing the annual salary review process including market research.</p> <p>Facilitating formal performance management procedures where required including Performance Improvement Plans and performance counselling.</p>
3. Policies & Compliance	<p>Key leadership role in the ongoing review and implementation of organisational policies and procedures via the WASO Employee Handbook based on HR 'best practice'.</p> <p>Ensure clear communication of policies and procedure including updating HR documentation.</p>
4. Manage the Employee Life-Cycle	<p>Manage the end-to-end recruitment for all administration and management roles.</p> <p>Coordinating the submission of visa applications / permanent residency applications for nominated non-resident employees;</p> <p>Managing the exit of employees from the company and conducting exit interviews</p>
5. Payroll	<p>Oversee the payroll process ensuring efficiency and accuracy.</p> <p>Regular analysis of remuneration and annual leave reports.</p>

	<p>Approval of fortnightly salaries.</p> <p>Interpret and apply relevant awards and legislation relating to salary administration, taxation, superannuation and other entitlements.</p> <p>Keep abreast of all changes in payroll-related and superannuation legislation, and ensure the business and business processes are updated accordingly in line with amendments.</p> <p>Ensure all payroll and personnel data within policy and legislative guidelines (ATO & Fair Work).</p>
6. Employee Relations	<p>Deliver a high level of proactive and reactive support, management and advice to managers and staff in employee relations including conducting mediation, grievance handling and dispute resolution procedures; conducting investigations relating to grievances or disputes if and when required.</p> <p>Provision of ad-hoc advice, support, assistance and counsel for employees in regards to both personal and professional issues and concerns.</p> <p>In collaboration with the CEO and Executive Management, identify, develop workplace culture and change management initiatives.</p>
7. Industrial Relations	<p>Provide advice, guidance and support on industrial relations issues relating to the achievement of effective industrial relations outcomes, including providing workplace relations advice on organisational change management. Provide advice, assistance and guidance in enterprise bargaining negotiations.</p> <p>Provide support to the business regarding interpretation and application of applicable modern awards, enterprise agreements, legislation and regulations.</p> <p>Obtain legal advice where necessary.</p>
8. Workplace Health & Safety	<p>Coordinating of the day-to-day WHS requirements for the Company including supervising induction, reporting and auditing processes.</p> <p>Chair the WHS Committee and oversee the preparation of the agenda, minutes and reporting requirements.</p> <p>Implementation of Workplace Health and Safety initiatives in consultation with the WHS Committee.</p> <p>Managing and implementing strategies that focus on the safety and well-being of staff.</p> <p>Managing all workers compensation and return to work cases in conjunction with our Insurer, rehabilitation providers and relevant Executive Managers.</p>
9. HR Budget	<p>Working with the Chief Financial Officer to effectively manage the annual HR budget.</p>
10. Learning & Professional Development	<p>Facilitation and management of planned training initiatives including the annual company communications day.</p>

	Work closely with the Executive and Senior Leadership Teams to manage the sourcing and delivery of appropriate employee learning and development initiatives to enhance the capability of the WASO workforce.
11. General Duties	<p>Maintaining all personnel records on the HR information system</p> <p>Preparing HR & WHS reports for the Board</p> <p>Manage the organisations Reconciliation Action Plan process.</p> <p>Prepare annual WGEA reporting</p> <p>Stay abreast of developments in the area of Human Resources through continued professional development and maintaining peer networks.</p> <p>Attending WASO rehearsals/performances and regularly liaise with the musicians of the WASO to build relationships and ensure knowledge of HR/OHS issues</p> <p>Working with the Executive Management team and contribute to the strategic planning and general advancement of the Company</p> <p>Other duties and projects as required by the CEO, consistent with the position's standing and responsibility</p>

5. CORE COMPETENCIES

a) Skills:

- Demonstrated high level interpersonal skills including and the capacity to lead and work as part of a team
- Excellent listening ability
- The ability to work autonomously
- Ability to think creatively and strategically
- Ability to manage numerous projects simultaneously
- Sound general commercial business acumen
- Demonstrated ability to build relationships with key stakeholders to meet business objectives
- Excellent time management, prioritisation and problem-solving skills
- Demonstrated computer literacy in the Microsoft suite of products

b) Knowledge & Qualifications

Required:

- Relevant tertiary qualifications in Human Resources Management or equivalent experience
- Minimum 5 years in a Human Resources Management position
- A sound understanding of the Fair Work Act and current employment legislation
- Current knowledge of the WHS Act and Regulations, Workers Compensation and Injury Management Act and other industrial and legislative instruments
- Experience of working within an EBA environment
- Demonstrated experience with creating and implementing policies and procedures
- Demonstrated experience in employee relations including grievance handling and dispute resolution procedures
- A current Working with Children card (WWC)
- A current National Police Clearance

Desirable:

- Qualifications in Workplace Health & Safety
- Experience using a variety of Human Resources software
- A member of the Australian Human Resources Institute (AHRI)
- Experience working in the arts or another not-for-profit environment

c) Attributes:

- Excellent interpersonal skills, including good judgement, decision-making skills and the ability to influence others with diplomacy, tact and discretion
- Ability to interpret and implement Award and contractual requirements
- Demonstrated sound organisational skills, including time management and the ability to work under pressure and prioritise competing deadlines
- Self-directed and able to work in both a collaborative and autonomous manner
- Display confidence when dealing with others
- Experience in influencing and leading change
- Highly empathetic
- Self-motivated
- Hands-on, practical approach
- Contributes positively to the overall company brand.
- Open, consultative and solution-oriented approach