Lifetime SUPPORT

Job and Person Specification

Role Title	Senior Manager, People & Culture	**Classification**	SM1
Reports to	Director People & Partnerships	**Direct Reports**	6
Directorate	People & Partnerships	**Team**	People & Culture

About the LSA

The Lifetime Support Authority (LSA) delivers the Lifetime Support Scheme (LSS) which was established under the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* (SA).

Through the LSS, the LSA funds necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads, regardless of fault. The services are focused on being person-centred, financially sustainable, innovative and efficient.

Our Vision	Making a difference in the lives of participants, who are at the centre of what we do.
Our Purpose	We plan and fund person-centred treatment, care and support services to make a positive difference to participants' recovery and independence.

The LSA actively promotes flexible working arrangements and values diversity in the workplace.

Role Purpose

The Manager, People and Culture is accountable for providing strategic leadership and direction to the People and Culture function, and leading complex, multidisciplinary workforce programs, strategies and initiatives of critical strategic importance to the LSA. The role is responsible for leading the development, implementation and evaluation of workforce strategies, organisational development initiatives and people-related governance frameworks, responding to complex workforce challenges and evolving legislative and policy requirements, and developing strategic talent acquisition solutions and programs. The position provides specialist advice and recommendations to the Executive Leadership Team and Board that directly influence organisational strategy, policy, planning and executive decision-making.

Key Deliverables

- Provide strategic leadership, direction and oversight of the People and Culture team, in the delivery of critical human resources programs, projects and services that deliver organisational workforce capability and performance outcomes aligned with the strategic priorities of LSA.
- Provide specialist and authoritative workforce advice, coaching and consultancy to the Executive and senior leaders on complex and sensitive workforce, organisational development, employee relations and other people-related matters.

- Lead the development, implementation and evaluation of LSA-wide people, culture and organisational development strategies and initiatives that strengthen organisational capability and performance, in line with contemporary practice, governance frameworks, and organisational priorities.
- Lead strategic workforce planning, organisational design, talent acquisition and capability development programs and initiatives to ensure the LSA maintains a skilled, adaptable and future-focused workforce.
- Lead and manage the development and implementation of critical talent acquisition programs and projects that deliver succession planning, talent pipelines, leadership development, career pathways and learning and development frameworks to attract, develop, engage and retain talent and support a high-performance and learning culture across the LSA.
- Interpret legislation, regulations and standards and lead the development, implementation and review of workforce policies, frameworks and governance arrangements to ensure organisational compliance, manage workforce risk and influence workforce effectiveness.
- Lead the delivery of recruitment marketing and employer branding strategies that promote the LSA's employer value proposition and enhance its ability to attract diverse talent through targeted recruitment and outreach initiatives.
- Lead critical workforce management projects and comprehensive research and analysis to identify, embed and evaluate organisational change, evaluate workforce management and compliance, and identify talent market insights to inform talent acquisition strategies.
- Build and maintain strategic stakeholder relationships with the Executive, senior management, external service providers and relevant industry stakeholders to establish partnerships that strengthen workforce capability and deliver innovative, evidence-based solutions to critical workforce risks.
- Foster a culture of continuous improvement, innovation and change through monitoring, evaluating and reporting on program effectiveness, workforce outcomes, organisational capability and strategic people initiatives.
- Represent the Directorate on LSA and across government committees, forums and working parties, including leading and influencing complex negotiations and providing specialist advice to the identification and resolution of critical risks and issues.

Key Relationships

- LSA employees, leaders and Board members.
- Other SA Public Sector Agencies, including DTF, OCPSE, AGD and SA Health.
- External stakeholders and service providers as required.

Special Conditions

- Appointment is subject to a satisfactory Nationally Coordinated Criminal History Check (NCCHC) that is no more than six months old.
- Some out of hours work may be required.
- Some intrastate/interstate travel may be required.

- The incumbent must work in accordance with the Code of Ethics for the South Australian Public Sector and all relevant policies, procedures and legislative requirements.
- The incumbent may be assigned to other positions at the same remuneration level across the LSA.

Key Selection Criteria

Qualifications

- Tertiary qualification in Human Resources or relevant discipline.

Skills, Knowledge and Experience

- Extensive experience in providing strategic leadership and management of multidisciplinary teams in the delivery of complex, multifunctional programs that deliver measurable organisational-wide workforce governance, organisational capability uplift and quality improvement outcomes.
- Extensive experience leading the development, implementation and evaluation of organisational-wide workforce, people and culture, organisational development and change policies, strategies and initiatives that directly influence organisational strategy, planning and decision-making and deliver critical agency outcomes.
- Extensive expertise in establishing and maintaining effective relationships and negotiating with and influencing senior government, industry and sector stakeholders to resolve complex workforce challenges and achieve outcomes of strategic importance to the organisation.
- Extensive experience providing authoritative specialist advice and strategic consultancy to Executive, senior management and key stakeholders on complex workforce, organisational and legislative matters and preparing high-level reports, briefings, submissions and recommendations for executive and board-level audiences.
- Extensive knowledge of contemporary human resource management, employee relations, workforce planning, organisational development principles practices and tools, and detailed knowledge of relevant legislation and Public Sector employment frameworks.
- Extensive knowledge of program and project management, governance and change management principles and methodologies and contemporary policy development principles and practices within complex public sector environments.
- Extensive ability to analyse complex and sensitive workforce and organisational issues in environments where established frameworks, precedents and guidelines may be limited, exercise a high degree of independent professional judgement and develop practical, innovative and strategic solutions to emerging and significant organisational challenges.
- Demonstrated ability to operate under broad strategic direction and exercise significant delegated authority, sound judgement and whole-of-organisation perspective to identify and assess the impact of change and influence organisational and government strategy, policy and decision-making.
- Demonstrated ability to exercise a high degree of professionalism, discretion and integrity when managing sensitive, complex and organisation-wide workforce matters

including the ability to interpret and apply complex and evolving requirements within a highly specialised operating environment.