

**Document Control**

Region:	All
Role:	People Development Manager
Classification:	Full time
Reports to:	Executive Manager People & Communities
Present Incumbent:	Vacant
Prepared by:	Executive Manager People & Communities/Personnel Manager
Date approved/updated:	29/11/2011
Version No:	001

**Our Values**

Everything we do is underpinned by our core values:

**Flexible**

**Supportive**

**Approachable**

**Friendly**

Our values are embedded in our organisation and form the basis of our business planning, recruitment processes; training and leadership development.

We provide 'Trusted Community Banking' to our members by living our values to achieve our goals. Our staff treat people as individuals and promote and encourage local decision making and community involvement across our network of branches and agencies. Our employees proudly provide quality service to our members in a flexible, honest, fair and caring manner, demonstrating our commitment to our members.

CMG also has a duty to be true to our purpose as declared within our constitutional objects , true to the principles of the cooperative movement and the Mutual Banking Code of Practice to which we have pledged. Our operating principles and organisational values ensure our differentiation from other financial service providers. To this end CMG aims to harness cross organisational passion, to ensure many of these principles are not only met but have a tangible impact for all stakeholders.

**Position Statement**

Human Resources comprises of a team of professionals providing outstanding, people focused, proactive and effective solutions and services for all CMG staff. Our success is achieved by understanding our business and operating as a partner to our stakeholders. We deliver responsive, innovative and practical solutions and services.

The Human Resources team operate in a manner that supports CMG values and achievement of the business objectives. By providing tailored, quality human resources services and products and ensuring a high level of expert support and advice, Human Resources will enhance CMG's Business Units ability to meet their business objectives. This in turn will allow staff to better support our current and future members.

This position also plays an important role is ensuring CMG has a valuable offering to various segments of the community, particularly those in primary and secondary school. The development and implementation of community education is in line with our Credit Union operating principles. The position requires exceptional stakeholder communication, the desire to develop quality material and the ability to manage several small projects and ability to travel throughout the network as required.

## Key Responsibility Areas

### CMG Staff Development

- Ability to design, develop and deliver training programs in multi-formats, to ensure the organisation has the necessary level of skills and expertise available to meet the current and future needs of CMG;
- Develop, facilitate and implement mentoring/ coaching programs for CMG staff;
- Build an ongoing education program for staff to deepen the knowledge, understanding and skills regarding their role in educating members, participation in continuous improvement and advocating CMG's values;
- Ensure accredited and unaccredited training programs provide the organisation's employees with the ability to address and meet regulatory compliance requirements of the financial services industry;
- Design and develop the annual training plan and training programs for the organisation, ensuring training aligns with the organisation competency framework to ensure relevant skills and knowledge are acquired, maintained and enhanced for both new and existing employees across all aspects of CMG;
- Ensure the utilisation and maintenance of Human Resources systems to capture, record and report on training information, organisational and individual skills, qualifications and professional development;
- Develop strong knowledge of contemporary HR & LD practices in order to provide relevant information and guidance to managers and staff;
- Develop strong knowledge of Enterprise RTO management practices in order to provide CMG with an effective business solution to an increasing number of industry accreditation requirements and staff with a transportable and industry recognised qualification as testament to their professional commitment;
- Manage L&D projects in accordance with CMG policies and budget expectations.

### Community Education

In cooperation with the Community Investment business unit

- design, develop and deliver education & mentoring programs to community groups which satisfy stakeholder needs;
- Design, develop, publish and promote the annual community education plan;
- Attend community functions;
- Promote CMG's commitment to its charter, the credit union operating principles and the Mutual Banking Code of Practice ;
- Assist with community engagement activities;

- Liaise with RTO's, school authorities and teachers to determine the most effective implementation strategy to progress the development of knowledge in children about
  - the purpose, benefits and alternatives offered through membership of a credit union/ cooperative and
  - the alternatives offered to society of a cooperative economy and;
- Liaise with VET authorities and adult educators to determine the most effective implementation strategy to raise the level of literacy of those in and entering the workforce.

## Role Competencies

Ability to:

- Develop and maintain effective networks with contractors and industry colleagues
- Strong contemporary knowledge in Adult Education, Learning and Development
- Display confidence when dealing with others
- Use well developed written communication skills to business case projects and through communications to external stakeholders, suppliers and contractors
- Adopt and adjust to change and its processes
- Effectively implement business and operational plans
- Effectively liaise and coordinate with staff across a diverse range of activities
- Apply forward thinking and analytical skills;
- Identify and address education & training needs through recognised processes;
- Source data and prepare relevant reporting in strict timeframes;
- Set priorities, plan workload, meet deadlines and achieve the objectives of the department;
- Communicate effectively, both written and verbally and have active listening and negotiating skills.

## Organisational Compliance

- Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including (but not limited to), Financial Services Reform Act, Privacy Act, Industry Codes of Practice, EFT, code of Conduct, Financial Transactions Reporting Act, Occupational Health & Safety, Complaint Handling and Dispute Resolution.
- Ensure a sound knowledge of Credit Union policies, procedures, products, services and systems to comply within the authorities and restrictions in relation to the duties of this role.
- Ensure adherence to correct identification procedures and confidentiality of information that conform to the requirements of the Credit Union and the Privacy Act when accessing member details.

- Ensure the management/supervision of direct reporting staff in accordance with organisational compliance.

### Staff Supervision, Leadership and Development

- Ensure employees under your supervision receive adequate instruction and support to successfully complete the new employee orientation program within the specified time frame.
- Ensure employees under your supervision receive appropriate training and have the necessary competencies to perform the functions required in their role through the development and application of annual training plans with their current or new role.
- Increase staff motivation and morale through effective performance appraisal and career development by training, coaching, providing feedback and integrating reward systems.

### Company Advocacy

- Promote an environment founded on Credit Union philosophy and CMG values of Ethical and Honest practices, Customer Satisfaction and Caring, Financial Responsibility, Community and Social Commitment.
- Act as an advocate for CMG in all dealings with members and staff and present a professional image of CMG in all dealings with the public including appropriate dress standards, helpfulness and friendliness.
- Create a balanced team environment with a focus on continuous improvements, best practice and member focus.

### Professional Development

- A willingness and capacity to become better equipped to perform job responsibilities by transferring new knowledge and skills gained, through training to the workplace.
- Ensuring the successful completion of individual training and development activities to update knowledge and skills relating to legislative, policy, system, procedure, product and service requirements inherent in current duties.

### Performance Management

- Ensure the setting of mutually agreed goals, objectives and performance measures for the role, identifying Key Performance Areas for (6) six monthly and annual review processes.

### Community Engagement

As an organisation we abide by the credit union operating principles and we recognise that we have a responsibility to our members and the communities in which we operate. As an organisation we are committed to the welfare of our members, our staff, our community and our environment.

We aspire to make a positive difference for the people in our community and we are passionate about researching and implementing ways to ensure our principles are demonstrate.

## Selection Criteria

- Essential:**
1. Under –graduate qualifications in Human Resources or related discipline or extensive experience in a education environment
  2. Certificate IV (TAA04) Workplace Training and Assessment
  3. Strong communication skills, both written and verbal
  4. Well developed computer skills with demonstrated experience in the Microsoft Office suite of products.
  5. Strong analytical and problem solving skills
  6. Demonstrated understanding and preparedness to commit to the organisation’s values
  7. A current, unencumbered Drivers Licence

- Desirable:**
1. Previous experience in Human Resources within a financial institution
  2. Previous experience in Community Development

## Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, CMG’s Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

I accept my performance will be measured through the agreed objectives set with my manager each year and reviewed on a minimum six (6) monthly basis in accordance with the organisation’s performance management policies and guidelines and processes.

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Signed \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_

People Development Manager

Executive Manager People and Communities