

## North Queensland Airports

### Position Description

<b>Position</b>	:	<b>Head of People</b>
<b>Location</b>	:	<b>Cairns Airport</b>
<b>Department</b>	:	<b>CEO</b>
<b>Reports to</b>	:	<b>Chief Executive Officer</b>
<b>Status</b>	:	<b>Permanent</b>
<b>Agreement / Award</b>	:	<b>Individual Employment Agreement</b>

#### PURPOSE OF POSITION

1. Build the NQA culture and engagement of our people through effective people leadership and management at corporate, team and individual level.
2. Provide advice as Human Resources subject matter expert to underpin and support the commercial and operational strategy and business plans of the company.
3. Lead and coordinate the implementation of people-related services, policies, processes and programmes, providing support to the CEO, Leadership Team and managers on people management matters.

#### KEY ACCOUNTABILITIES

##### Human Resources

- Provide leadership of the HR function for the company including advice and support to managers and staff on the implementation of HR policies and procedures
- Facilitate best practice people and culture strategies and programmes that maximise individual and organisational capability, including organisational development initiatives that impact positively on developing high performance and operational excellence
- Ensure all policies and procedures are compliant with the law, in place, understood and implemented to support the health, safety and wellbeing of all employees, volunteers and contractors and environmental sustainability.

##### Recruitment and Selection

- Manage the establishment of positions (job design, position descriptions, job evaluation and approval processes) working collaboratively with managers
- Oversee standard recruiting and hiring practices and procedures necessary to recruit and hire a superior workforce
- Ensure appropriate collective and individual employment contracts are in place for all staff and lead contract negotiations when required
- Oversee on boarding, orientation and probation processes
- Coordinate termination process and conduct exit interview

### **Payroll and HR Systems**

- Ensure payroll and reward is delivered and communicated effectively.
- Oversee the Payroll, ensuring it is managed to the standard required, and that the process for compliance reinforces managers and employees taking greater accountability and responsibility
- Develop and maintain human resource management information systems to ensure capture of employee data that allows accurate business analysis and reporting

### **Performance and Remuneration**

- Support the CEO in relation to the People and Culture Committee of the Board
- Implement remuneration frameworks (including reward benchmarking) and performance development processes that drive desired organisational culture and contribute to business goals
- Embed and role-model a strong performance management culture and processes. Coach staff and managers in agreeing goals and objectives, holding honest conversations, delivering feedback and recognising success. Hold managers accountable for managing under performance and implementing performance improvement plans where required.
- Facilitate the Performance Review and Development Process, collaborate with Leadership Team to identify talent, develop succession Plans and individual development plans

### **Capability Development**

- Work with the CEO and Leadership Team to build line manager capability and behaviours
- Support managers in identifying and maximising potential, and drive development through succession planning and individual development planning to meet our skills and capability needs
- Coach manager to identify employee learning and career aspirations and agree on effective development plans
- Provide accurate and appropriate advice, training and support to manager to recognise, respect and enable diversity and inclusion
- Identify organisation, training and leadership development initiatives that impact positively on developing high performance, at all levels from coaching and mentoring to company-wide training initiatives, to targeted one-on-one work with managers to identify training providers
- Oversee administration of training and development programmes and evaluate outcomes

### **Employee Relations**

- Create and maintain a responsible respectful workplace culture that integrates the NQA values
- Be the company interface with employees, their representatives and unions in relation to employment matters
- Provide a framework for complaints and grievances and promote collaborative employee relations. Work collaboratively with managers to support the effective resolution of workplace problems, issues and/or grievances. Undertake case management of complex matters.
- Coordinate the Employee Assistance Program
- Implement wellbeing and staff engagement initiatives

### **Change Management**

- Lead or support change management initiatives/projects either across the company or within business units
- Develop, champion and lead projects and strategic initiatives

### **Health and Safety**

- Promote a positive safety culture with engagement across NQA that takes health and safety beyond compliance
- Monitor and evaluate and enhance health and safety management
- Facilitate and promote wellbeing initiatives
- Actively support the Health, Safety, Security Environment Committee of the Board

**Reporting**

- Prepare regular reports for the CEO, Leadership Team and Board monitoring KPIs, trends and highlighting human resource matters

**Corporate Responsibilities: Health, Safety, Security and Environment**

- Actively promote the need to maintain a safe working environment through implementation of the Safety Management Framework and workplace related health and safety legislation including the CASA compliant Drug and Alcohol Management Plan (DAMP).
- Comply with local, state and federal environmental legislation, report all environmental incidents and work in accordance with NQA's Environmental and Sustainability Policies including the use of Environmental Work Procedures.

**QUALIFICATIONS, SKILLS AND EXPERIENCE**

- Tertiary qualifications in human resources or related field
- 5+ years' experience in a generalist HR position managing a full range of human resources and employment relations functions
- Demonstrated capacity to work with a high level of autonomy, be proactive, hands-on and solution focused
- Extensive experience in managing in complex, dynamic operations with commercial imperatives
- Leads and develops others. Collaborates and influences to achieve outcomes.
- Strong interpersonal and influencing skills, building and sustaining relationships, working in partnership, as well as being a part of a team
- Well developed and effective oral and written communication skills
- Proven experience in dealing with sensitive issues, supporting the delivery of effective resolution strategies and upholding confidentiality