

Position title	Human Resources Manager
Location	knowmore office (Sydney)
Reporting to	General Manager (Operations)
Updated	November 2017

1. About the organisation

knowmore was established in 2013 as an independent service to provide free legal advice and information to people about the Royal Commission into Institutional Responses to Child Sexual Abuse.

Through its team of lawyers, Aboriginal and Torres Strait Islander Engagement Advisors, social workers, counsellors and administrative staff, knowmore provides legal advice and practical assistance, information, referral and counselling services via a national phone line and face-to-face services in key locations. knowmore's services are provided from our national network of offices located in Sydney, Melbourne, and Brisbane, each managed by a Managing Lawyer. Staff members across those offices resource our national advisory hotline and participate in outreach and community education activities across Australia.

Whilst the Royal Commission will come to a close at the end of 2017, knowmore will continue to assist survivors of child sexual abuse by providing them with information and advice about the justice or redress options that may be available to them.

Over the next few months, knowmore will be on a journey to reposition itself to meet the future needs of our client cohort, including those who have previously engaged with the Royal Commission into Institutional Response to Child Sexual Abuse. In order to deliver a customer-centric and scalable service based on our multi-disciplinary model, there will be changes across the organisation that may impact on the structure and subsequently, the reporting line and duties of this role.

2. About the role

a) *Key descriptor*

As knowmore moves into a transition phase in 2018, the HR Manager will provide strategic advice to the Executive Team and play a crucial role in reviewing, formulating and building the infrastructure required for a scalable service model whilst supporting all aspects of knowmore's workforce.

Workforce planning, recruitment and induction, and staff upskilling will be the priority for the HR function in the coming year and the operations team will be resourced accordingly, pending future funding.

b) *Line management and reporting*

This role reports directly to the General Manager (Operations) and may be called upon to provide advice to the Executive Team on specific matters. This role is part of knowmore's operations team and will also be expected to work directly with Line Managers across multiple offices nationally.



c) *Planning, Coordination and Administration*

This role incorporates a wide spectrum of responsibilities from partaking in strategic planning exercises, planning and implementing change management initiatives, supporting Line Managers with staff management, to ensuring staff records are maintained and filed accordingly. As such, knowmore is looking for an experienced candidate with a broad knowledge in HR practices who can grow with the organisation.

3. Main Duties and Responsibilities

- To contribute to the achievement of **knowmore's** objectives of recruiting and retaining a highly performing workforce.
- Provide expert and timely HR advice and support to the Executive and Management teams and to employees, maintaining ethical and effective working relationships.
- In collaboration with the General Manager (Operations) and the Finance Manager, identify, develop and maintain internal policies and procedures to strengthen internal infrastructure.
- Drive ongoing recruitment, selection and secondment activities, utilising suppliers as required.
- Develop and coordinate ongoing induction and handover activities to ensure that new recruits are set up for success and corporate knowledge is retained despite turnover.
- Organise and supervise the management of employment records, ensuring completeness, compliance with legislative and regulatory requirements, accuracy, currency and confidentiality.
- Work with all staff to identify and provide essential training and professional development opportunities internally or via external providers to support the growth and currency of our staff's skills set.
- Collaborate with other Operations Team members to maintain day-to-day service standards.
- Lead and participate in HR projects as required by the General Manager (Operations) and the Executive Team
- Any other projects as required.

4. Skills, knowledge and attributes

- A people-centred approach balanced with an understanding of organisational priorities.
- Highly developed communication and interpersonal skills, including the ability to negotiate with diverse stakeholders to collectively achieve organisational goals.
- Experience working in a similar role, providing high level HR services to a diverse and multi-disciplinary organisation.
- Understanding of legislative and regulatory requirements relating to employment issues.
- Experience setting up HR infrastructure, including the drafting of policies and procedures, and embedding these into the organisation.
- Proven ability to work collaboratively and effectively with senior managers and other staff to establish effective working relationships.
- Demonstrated initiative, analytical and problem solving skills and a proactive approach towards identifying issues and implementing solutions.
- Ability to work autonomously to manage short term issues while progressing with project milestones, in a busy work environment.
- Experience as the key contact in liaising with external suppliers.
- Demonstrated commitment to social justice, with resilience and a client-focused approach.

