

Position description

Position title	: Head of People & Culture
Reports to	: Chief Executive Officer (CEO)
Employment type	: Permanent, Full-time
Location	: Sydney or Melbourne
No. of direct reports	: 2
Date	: April 2025
Approved by	: Chief Executive Officer

The operating environment

SVA overview

Social Ventures Australia (SVA) is a not-for-profit organisation that works with partners to alleviate disadvantage – towards an Australia where all people and communities thrive.

We influence systems to deliver better social outcomes for people by learning about what works in communities, helping organisations be more effective, sharing our perspectives and advocating for change.

SVA Values

As a purpose-driven organisation, our values guide who we are, how we work and the decisions we make.



People at the centre



Difference gives us strength



Open and ready to learn



Real change takes time

Learn more about SVA's values [here](#).

First Nations Practice Principles

SVA is committed to providing a culturally safe workplace for all our First Nations employees, partners and clients. We commit that our work with First Nations peoples is aligned with our First Nations Practice Principles set out below.



Learn more about SVA's First Nations Practice Principles [here](#).

Team overview

The People & Culture (P&C) team is a valued partner and trusted advisor to all SVA'ers, supporting the delivery of the organisation's vision by putting people at the centre of everything we do.

The P&C team is a member of SVA's Connect Team, including Finance, Brand, Marketing and Communications, Legal, risk and compliance, Office, Information and Technology; collectively supporting business areas across the organisation to ensure SVA's work is consistently and professionally delivered in line with SVA's strategy.

Position purpose

The Head of People and Culture is a valued partner and trusted advisor to the organisation, supporting the delivery of its overall vision and strategic success.

The position leads SVA's people strategy and provides strategic and operational expertise to the CEO, Leadership Team, business areas and employees on end-to-end lifecycle practices, people related initiatives and matters. This includes performance and talent management, organisational design and development, engagement, diversity, equity and inclusion, reward and recognition, HR Systems, reporting and change management.

Reporting to the CEO, the role is a member of the SVA Leadership Team and Connect Leaders team to deliver consistent, high-quality and well-informed shared services, whilst promoting a healthy, engaged and high performing workplace culture and employee experience.

Position responsibilities

Specific responsibilities include:

Leadership and Management

- Reporting to the CEO, and as an integral part of the Executive Leadership Team (ELT) and the shared services Leaders' team (finance, IT, Legal, Marketing, People & Culture), contribute to organisation-wide decision making, strategic planning, and cross-functional leadership.
- Lead People and Culture's strategic direction and operational success, supporting a purpose-driven workforce of approximately 120 staff delivering complex and varied programs and initiatives.
- Lead and manage the People & Culture function, team, and an annual budget, aligning strategies, goals, and activities to SVA's objectives, to drive organisational and people results whilst promoting a healthy, engaged and high performing workplace culture and employee experience.
- Work collaboratively with business areas and subject matter experts in Consulting, Social Impact Initiatives, Policy & Advocacy, Partnerships & Fundraising and Connect (shared services) to embed effective people practices across the organisation in line with SVA's vision and strategy.
- Oversee SVA's Mental Health and Wellbeing strategy implementation in the delivery of P&C related initiatives.
- Oversee People & Culture Reconciliation Action Plan commitments.
- Provide guidance and advise the CEO and Leadership Team on the full range of P&C organisational needs and matters.
- Lead, participate in and/or support organisational change initiatives and model SVA values.
- Provide guidance and advise on the human element of organisational change programs (including restructuring and realignments) to support the improvement of organisational processes and structures, ensuring the application of best practice.

Employee Experience

- Oversee P&C service across the organisation and throughout the employee lifecycle.
- Lead on innovative methods and best practices that support successful employee experiences in hybrid and distributed team environments.
- Embed SVA's Employee Value Proposition in support of candidate attraction and employee retention.
- Support a culture of performance with oversight and continued improvement of the Performance Review & Development framework and practices.
- Oversee learning and development approaches linked to organisational needs.
- Lead SVA's Remuneration Policy and practices, ensuring market driven benchmarking and leading the annual review process.
- Ensure effective delivery and take up of the Employee Assistance Program.
- Oversee the ongoing refresh of SVA's People Resources Intranet, ensuring knowledge sharing.

Policies, Risk, Compliance and Reporting

- Lead reporting to meet risk, compliance, and People & Culture Board commitments (e.g., quarterly, and annual reporting to Business Plan KPIs, Leadership Team Reporting, Board Reporting, Workforce Gender Equality Agency etc.)
- Represent P&C on SVA's Risk Management Committee, by contributing to plans and taking responsibility for actions related to People & Culture
- Ensure employee issues are dealt with promptly, by managing and/or supporting investigations, disciplinary and grievance matters in conjunction with line managers.
- Provide advice and guidance on individual employee relations cases, and meet the requirements of SVA's policies, best practice and employment legislation.
- Oversee and contribute to the development and update of key P&C organisational policies that are fit for purpose and impeded in day-to-day practice
- Ensure adherence to P&C legal and regulatory compliance obligations
- Manage the delivery of business and outsourced service providers to ensure Service Level Agreements and customer expectations are met.
- Oversee the integrity and accuracy of SVA employee records, and data maintenance of P&C systems, including employment changes and information to meet compliance obligations.

Special requirements

To perform this position Some interstate travel may be required.

Person requirements

To effectively perform this position, the person will require the following:

Knowledge

- Working knowledge across a range of contemporary end-to-end people and culture practices
- Demonstrated proficiency working with digital platforms, especially Human Resources Information Systems and Customer Relationship Management Systems
- Applied knowledge of Australian employment law and related regulatory and statutory requirements
- Working knowledge of Microsoft Office (i.e., Excel, Word, PowerPoint, Outlook, SharePoint)
- Interest in key issue areas impacting disadvantage in Australia

Experience

- Organisational and HR strategy development, execution, and delivery.
- Managing people and culture functions and teams.
- Providing effective people and culture services that enhance employee experience including working with senior leaders to achieve strategic goals and drive best practices.
- Organisational and leadership development including continuous improvement, project and change management.
- Previous experience working for a not-for-profit organisation highly regarded.

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Qualifications

- Tertiary or professional qualification or relevant experience in HR, Psychology, Law, business, management, or related areas

Skills & Abilities

- A passion and value for outstanding internal customer service and excellence.
- Ability to build strong and trusting working relationships and effectively influence others while putting people at the centre.
- Strong communication skills, both written and verbal, including the ability to successfully engage with internal and external stakeholders.
- Judgement, discretion and ethics with regard to confidential and sensitive issues.
- Flexibility in thinking and pragmatic problem-solving skills, able to identify issues and opportunities and provide solutions.
- Ability to independently organise, manage and prioritise work in a demanding and ever-changing environment.
- Analytical skills and ability to effectively extract critical information to express complex ideas.
- Able to manage conflict in the workplace and negotiate positive outcomes.
- Ability to work under pressure and to tight deadlines with strong time management, decision making and organisational agility.
- Ability to work in cross-cultural settings and connect with diverse people across and outside the organisation.