

Position Description



People Operations Manager

Portfolio/Faculty	People, Global Relations and Industry Engagement
Department/Workgroup	People Experience
Position No.	XXXXX
Reports to:	Associate Director – People Experience
Classification	PACCT Worker Level 8 (PW8)
Direct reports:	HR Business Partner – People Operations HR Officer – People Operations x 2
Date:	June 2026

Portfolio/Faculty Overview

The People, Global Relations and Industry Engagement portfolio comprises of the Centre for Energy and Infrastructure, Global Relations and Commercial Partnerships, International Student Programs, Industry Engagement, and People Experience. The portfolio plays a key role in the Institute's operations working with stakeholders across the Institute and in the global and domestic vocational education sector.

Department/Workgroup

The People Experience department supports the Institute to achieve its strategic objectives by maximising the capacity and capability of our people. The department plays a vital role in identifying and overcoming relevant internal and external challenges to help build and maintain a sustainable, resilient and capable workforce. The team facilitates and supports all core areas of HR, including strategic planning, cultural advice and initiatives, capability enhancement, occupational health and safety, workforce planning, talent acquisition, recognition and engagement, performance management, and workforce relations.

We strive for professional excellence and integrity in the provision of contemporary human resource services to staff, the Institute in its entirety and the community we serve. Our team includes specialist practitioners in talent acquisition, Human Resource Management, capability enhancement, organisational development, diversity & equity, workplace relations, Health, Safety & Wellbeing, and employee entitlements and advice.

About the Role

This role is responsible for providing expert advice and support to managers and staff on employment conditions, remuneration, leave entitlements, and the application of employment instruments and organisational policy. The position oversees the People Operations team to ensure accurate and timely advice and the delivery of employee data to payroll, ensuring compliance with all legislative requirements. A strong and collaborative relationship with the Payroll team will be required.

A key focus of the role is managing the collection, analysis, and reporting of HR data to support informed decision-making. Additionally, the role contributes to the continuous improvement of HR practices by supporting the development, review, and implementation of policies, procedures and processes aligned with best practice and organisational objectives.

Key Accountabilities

- 1 Maintain expert-level knowledge of Institute policies, relevant Industrial Awards, Enterprise Agreements, and applicable employment legislation to ensure consistent and compliant application of employment conditions across the Institute.
- 2 Provide high-level, accurate, and timely advice to managers and staff on complex matters related to remuneration, leave entitlements, employment conditions, and related HR policies, procedures and processes.
- 3 Lead and manage the People Operations team to ensure the accurate administration of employment data, remuneration, and entitlements, supporting the fortnightly payroll cycle and ensuring all records are maintained in accordance with privacy, record-keeping, and audit requirements. Ensure the team complies with the requirements of all systems, legislation and relevant external bodies.
- 4 Oversee the effective use, maintenance, and integrity of the Institute's payroll system (ADP Payforce), ensuring staffing data is accurate, current, and capable of supporting informed business decisions.
- 5 Monitor, analyse, and report on workforce and leave data, providing regular and ad hoc reporting to stakeholders, and supporting decision-making across the organisation through high-quality data insights.
- 6 In partnership with the Return to Work Coordinator, manage the administration of extended sick leave and other entitlements in accordance with legislative and policy frameworks.
- 7 Oversee the utilisation of the qualifying (or probationary) period process across Holmesglen for all new starters, issuing supporting materials and, in collaboration with the People Partnerships team, monitoring completion and actions to address poor performance and/or behaviours.
- 8 Approve and assess pay-related requisitions submitted through the requisition system Turbo, ensuring all employment changes comply with Institute policies, procedures, and industrial instruments.
- 9 Foster a high-performance culture within the People Operations team through ongoing staff development, coaching, mentoring, and effective performance management.
- 10 Manage the ongoing development, review, and implementation of HR practices, policies, and procedures in collaboration with the broader People Experience team, supporting continuous improvement and alignment with best practice.
- 11 Undertake HR-related projects as required, contributing to broader strategic initiatives and operational improvements.
- 12 Model a high standard of professional integrity, ensuring all personal and sensitive information is handled in strict accordance with Information Privacy Principles and relevant Institute policies.
- 13 Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
- 14 Act in accordance with Holmesglen safety policies and procedures, including Child Safety Standards, to ensure that departmental work areas and operations comply with relevant Occupational Health and Safety legislation.
- 15 Ensure compliance with the requirements of Holmesglen policies, procedures and processes, applicable legislation and relevant regulatory and government authorities, and align to our Standards of Excellence to ensure we deliver exceptional experiences for our stakeholders. Actively contribute to the ongoing measurement, improvement and refinement of our Standards over time.

Key Selection Criteria

Experience / Skills

- **Payroll Expertise:** Extensive experience in payroll operations, with strong knowledge of remuneration, employment conditions, HR policies, industrial instruments, and relevant legislation.
- **HRIS and Technical Proficiency :** Advanced proficiency in HR Information Systems, payroll systems, MS Office, and other HR technologies, with demonstrated ability to maintain accurate records and improve administrative systems.
- **Leadership and Operational Management:** Proven ability to lead, manage, and motivate staff, coordinate workflow, prioritise competing demands, and operate with initiative, autonomy, and sound judgement in a complex HR environment.
- **Analytical and Problem-Solving Capability:** Strong conceptual and analytical skills with experience in data analysis, reporting, and using HR metrics to inform decision-making and develop effective solutions.
- **Business Awareness:** Develop and show an awareness of how Holmesglen operates as a business and use this knowledge effectively when making decisions.
- **Communicate with Impact:** Adapt the content, style and message or tone of communication to suit the audience. Use good written and verbal communication skills.
- **Engage Stakeholders:** Identify stakeholders impacted by decisions and take steps to keep interested parties engaged while managing expectations on outcomes. Enhance connections with our alumni, industry, and individual employees, community and government to understand perspectives and harness their insights.
- **Outcome and Delivery Focused:** Approach work and activities required in a service-oriented way that delivers against Holmesglen's strategic plan. Honour agreed timeframes, resources and ways of working as per our Service Excellence Framework.
- **Purposeful & Respectful Conversations:** Build trust and rapport with others. Set common goals and engage with co-workers and students in a purposeful and respectful way to achieve outcomes. Seek and respond to feedback.

Personal Attributes

- **Collaborative:** Build trust and rapport with others and set common goals. Display willingness to share control and responsibility with peers, other teams, and partners in the delivery of work and outcomes.
- **Operate Ethically:** Consider that we are part of the broader Public Service and as such uphold the principles of honesty, fairness and good public administration. Actively display the behaviours of our ASPIRE values.
- **Team Focused:** Focus on the goals and outcomes of the team as well as your own. Support organisational decision making and work constructively with others. Participate actively and share responsibility contributing to the capability and success of the team.
- **(personal leadership) Self Development:** Stay up to date in your field. Nurture and invest in self to improve knowledge, skills and ability to deliver against performance, expectations and outcomes for our learners, Holmesglen and the community.

Qualifications

Mandatory

- Degree qualifications in Human Resources, Business, or related field.

Desirable

- Postgraduate qualifications in HR, Business, or Organisational Development.
- Membership of AHRI or equivalent professional body.

Other Relevant Information

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Wherever possible Holmesglen supports flexible working requests. Due to the nature of the position and work environment there may be a requirement to meet certain workplace attendance expectations.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child safe organisation. This position requires a valid Victorian Employee Working with Children check and National Police Records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.
- This role contributes to Holmesglen's strategic goal of environmental sustainability by supporting initiatives that reduce ecological impact, promote sustainable practices, and foster awareness across the Institute's operations and learning environments.

About Holmesglen – Who we are

Holmesglen is a leading Australian provider of vocational and higher education and one of the largest government-owned TAFEs in the state of Victoria. With 40 years' experience and more than 140,000 graduates, we are TAFE at its best by transforming lives, building workforce capability, and enriching communities through education and training.

We are a leader in education, training and applied research, renowned for its innovation and its commitment to learner and industry success. We offer industry training, certificate, diploma, and degree programs across six locations and seven campuses. Holmesglen is committed to environmental sustainability as a core pillar of its strategic plan. We aim to be an environmentally responsible institution supporting learners and industry through innovation and environmentally sustainable education and training.

Locations include Chadstone, Drummond Street, Melbourne CBD, Moorabbin, North Melbourne, Glen Waverley and Eildon.

As a multi-award-winning institute, you can learn more and do more at Holmesglen. holmesglen.edu.au

**We uphold our
ASPIRE values**



AMBITION



SCHOLARSHIP



PASSION



INTEGRITY



RESPECT



EXCELLENCE