

POSITION DESCRIPTION

Position	Manager, People and Culture
Department	People and Culture
Agreement	<u>Geelong Arts Centre Enterprise Agreement 2021-2024</u> and its successors
Award classification	Administration Grade 5.2
Remuneration	\$113,200 pa, plus 12% superannuation
Terms of engagement	Ongoing in a full time (1.0 FTE) capacity
Work location	Geelong Arts Centre, 50 Little Malop Street, Geelong Costa Hall, Deakin University Waterfront Campus, Geelong
Date reviewed	December 2025
Approved by	Chief Executive Officer & Creative Director

ABOUT GEELONG ARTS CENTRE

We curate, support and present a diverse range of music, theatre, comedy and dance performances, as well as important cultural and arts practice dialogue, workshops, developments, community experiences and free public activations. Our work seeks to welcome every person in our community to engage, learn and express their creativity, making art a universal experience.

Geelong Arts Centre is the cultural heartbeat of Victoria's second-largest city. Established in 1981 as a Victorian Government statutory agency, we have evolved into Australia's largest dedicated regional performing arts complex. A landmark \$140 million redevelopment, completed in August 2023, quadrupled public space, installed world-class staging, lighting and acoustic systems, and created fully accessible foyers that link the historic Ryrie Street building with a striking new Little Malop Street façade designed in consultation with Wadawurrung Traditional Owners.

The campus now comprises four distinct performance venues supported by rehearsal studios, exhibition foyers and meeting and event spaces. Additional creative spaces include purpose-built rehearsal rooms, creative workspaces, and a range of hospitality areas including *Tutti*, our in-house café and restaurant which serves both the general public enjoying the precinct and our audiences pre-show.

Geelong Arts Centre curates a year-round season that pairs national and international touring productions with locally produced work. The Centre also commissions and co-produces work with producers from across the country. Core strands span mainstage theatre, contemporary dance, classical and popular music, children's and family programming, First Nations storytelling and multidisciplinary festivals. A large number of community events perform annually including schools and community ensembles alongside commercial promoters and touring artists.

Geelong Arts Centre is supported by a strong and growing philanthropic and corporate community who champion our work for and by the community. Community engagement and lifelong learning are embedded in our *Creative Learning* program which partners with educators from kindergarten to Year 12, offering curriculum-aligned performances, artist workshops and teacher resources. *Creative Engine*, the Centre's industry development hub, allocates seed



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funding, rehearsal space, mentoring and networking to emerging artists, sustaining a vibrant regional talent pipeline.

Access programs including Auslan-interpreted shows, relaxed performances, sensory-friendly matinees and ticket subsidies ensure that people of all ages, abilities and backgrounds feel welcome.

OUR PEOPLE

We want to make Geelong Arts Centre a place where people genuinely want to work — safe, supported, motivated, and inclusive. The Centre will invest in its workforce by building skills, capability, and organisational agility, while recognising and rewarding performance. We are committed to fostering a diverse, positive, and values-led culture that prioritises wellbeing, engagement, and development. We want to ensure a strong, capable, and inspired team drives the Centre's success.

At Geelong Arts Centre, our people embody four core values that drive everything we do. We are bold in our approach, embracing the freedom to challenge boundaries and think differently. Our welcoming spirit is reflected in genuine smiles that celebrate inclusiveness and our shared passion for creativity. We stay deeply connected by proactively engaging with arts and wider communities, facilitating meaningful exchange of ideas that enrich our cultural landscape.

Working as an ensemble, we value every team member's unique contribution as we strive toward our common purpose. This collaborative spirit extends to our commitment to professional development - we invest in structured learning pathways that help our people grow their skills and advance their careers. By bringing together diverse backgrounds, perspectives and experiences, we create an environment where creativity thrives and extraordinary cultural experiences come to life. Together, we're building a vibrant hub that connects global ideas with local stories and nurtures the artistic heart of our region.

See more in our [Strategic Plan](#).

RELATIONSHIPS

Reports to	Director, People and Culture
Supervises	The role includes supervisory responsibilities overseeing the day-to-day prioritisation and coordination of workloads within the People and Culture team.
Internal Relationships	CEO & Creative Director, Directors, People Leaders, Managers, Centre staff.
External Relationships	Contractors and consultants, community stakeholders, prospective staff, technology vendors, union officials, Victorian Government agencies, external advisory services.

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POSITION OVERVIEW

The Manager, People and Culture is responsible for leading the delivery of high-quality people and culture (P&C) services, providing operational support across the organisation, and ensuring P&C activities align with organisational priorities. The role plans and oversees day-to-day HR operations, manages a team of P&C practitioners, and drives continuous improvement in workforce practices, systems, and processes.

The position provides expert advice on employee relations, workforce planning, recruitment, performance management, organisational development and wellbeing initiatives. It plays a key leadership role in building manager capability, promoting a positive workplace culture, and ensuring compliance with legislation, industrial instruments and internal policies.

The Manager, People & Culture ensures effective coordination of P&C workflows, monitors service quality and timeliness, and supports the development, coaching and performance of the P&C team. The role collaborates with leaders across the organisation to anticipate workforce needs, resolve complex issues, and implement initiatives that strengthen organisational performance and employee experience.

PRIMARY RESPONSIBILITIES

1. Leadership and Team Management

- Lead, support and develop the P&C team to ensure high-quality service delivery and a collaborative, accountable work environment.
- Allocate work, set priorities and monitor team performance to ensure outcomes are delivered on time and to the required standard.
- Build capability through coaching, mentoring, feedback and performance development.
- Foster an inclusive, positive and high-performing team culture aligned with organisational values.

2. Operational P&C Management

- Oversee the effective delivery of day-to-day P&C operations, including recruitment, onboarding, employee changes, and offboarding.
- Manage and quality-assure case management activities relating to performance, conduct, wellbeing and other employee matters.
- Ensure successful delivery of people services through effective planning, management, communication and adept coordination and oversight of the services across the Centre.
- Provide practical advice to managers on policy application, industrial obligations, and workforce matters.
- Ensure P&C processes are efficient, responsive and delivered in accordance with organisational policies, industrial instruments and legislative requirements.
- Maintain oversight of HR systems, data integrity, reporting and workflow management.

3. Employee Relations and Workforce Advisory

- Manage complex employee relations matters, ensuring compliance with legislation, industrial instruments and organisational policy.
- Manage or support the resolution of complex workforce matters, applying sound judgement and contemporary HR practice.

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- Provide high-level advice to managers and leaders on workforce practices, workplace behaviour, organisational change and conflict resolution.
- Build manager capability to address workforce issues early and support constructive and fair workplace outcomes.

4. Workforce Support and Improvement

- Contribute to workforce planning, organisational development and capability-building initiatives.
- Apply a continuous improvement approach to P&C practices, identifying opportunities to strengthen service quality, efficiency and consistency.
- Support the delivery of organisational change initiatives, ensuring effective communication, consultation and workforce impacts are managed appropriately.
- Support initiatives to enhance workplace culture and engagement, such as internal communications, staff surveys and pulse checks, and other cultural and experiential programs.

5. Governance, Compliance and Risk Management

- Ensure all P&C activities comply with relevant legislation, industrial instruments, organisational policies and procedures.
- Maintain accurate records, documentation and reporting to support transparency, audit readiness and informed decision-making.
- Identify emerging workforce risks and provide recommendations or mitigation strategies.
- Identify and manage P&C-related risks and escalate appropriately.
- Prepare reports, briefings and recommendations to inform decision-making.

6. Stakeholder Engagement and Relationship Management

- Build strong, trusted relationships with managers and staff to support effective service delivery and enhance the staff experience.
- Engage constructively with managers to understand workforce needs and provide tailored, solutions-focused support.
- Represent the P&C function in meetings, working groups or committees as required.

Values, Governance, Safety & Risk Management

The incumbent shall carry out their duties in accordance with legislative and governance requirements, Centre policies, procedures and practices, safety principles, code of conduct for Victorian public sector employees, and Victorian Public Sector Values.

Commitment to Health and Safety

- All staff are responsible for the reasonable care for their own health and safety and that of other people who may be affected by their conduct.
- Geelong Arts Centre is committed to providing a workplace that protects the physical and mental health, safety and wellbeing of our people, visitors and others who work for and with us. Our leadership is critical to promoting a safety culture that is inclusive, supportive, adaptive and free from harassment, discrimination and bullying and achieves positive safety outcomes for our people. Our executive and people leaders are responsible for providing and maintaining a safe

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and mentally healthy workplace culture where we take care of each other through supporting and providing a work environment where safety is prioritised.

Undertake other duties or projects as reasonably requested.

SELECTION CRITERIA

Essential qualifications and experience

To be successful in this position, you will have:

- Relevant tertiary qualifications in human resources, employee relations, organisational development or a related discipline.
- Substantial expertise in People & Culture operations, with proven ability to lead and manage a HR function.
- Demonstrated ability to lead, mentor and manage a high-performing team.
- Passion for creating an exceptional employee experience, including digital environments.
- Systems and data savvy with proven experience working with an HRIS (such as ELMO).
- Analytical, problem-solving and decision-making skills.
- Strong stakeholder engagement and relationship management skills, with the ability to build trusted relationships, influence outcomes and work collaboratively with managers, employees and external stakeholders.
- Extensive understanding of the Fair Work Act, Awards and National Employment Standards, as well as a mature understanding of their application and interpretation.
- Experience in case managing a range of complex human resource issues.

Desirable qualifications and experience

- Experience in managing WorkCover claims to successful resolution.

Special requirements

- Flexibility in working hours to support occasional after-hours or evening work will be required as part of the normal hours of duty for this position.
- The following checks, licences and certificates are required for this role:
 - Current and valid Working with Children's Check (employee)

It is the responsibility of the employee to provide evidence that they hold current certifications prior to commencing employment with Geelong Arts Centre. The employee must maintain the currency of these checks, licences and certificates for the duration of their employment with Geelong Arts Centre.
- This role will be performed mostly on-site supporting the Centre's strong in-person team culture. Geelong Arts Centre operates in a partially hybrid mode, with some of our workforce negotiating working from home one day a week.

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CAPABILITIES

Demonstrable behaviour, skills, knowledge and abilities in the following core capabilities:

Service culture	A people first attitude; considers others' perspectives in making decisions and providing consistent quality advice and service; offers solutions and strategies that best serve the stakeholder's needs.
Communicating with influence	Engages and energises others through confident and persuasive communication; confidently conveys ideas and information with clarity, understands and meets the needs of target audiences (i.e. the right information to the right people), welcomes constructive feedback and sees things from others' points of view and confirms understanding.
Digital literacy	Promotes technical solutions to modernise work practices, ensuring alignment with business requirements and contemporary digital landscape; actively grows capability in digital communication and technology literacy.
Collaboration	Proactively supports working together, shares ideas and provides constructive feedback; respects and values others; encourages camaraderie, cohesiveness and connectedness.
Drive and commitment	Demonstrates capacity for sustained effort and hard work, takes responsibility for own actions, accepts changed priorities without undue discomfort, adaptable, remains calm and in control under pressure and enjoys a vigorous and dynamic work environment.
Leading teams	Leads with values-in-action, integrity and emotional intelligence to support, develop, motivate, and guide the team to achieve successful outcomes, feel valued and wanting to do their best.
Planning and organising	Plans, analyses and co-ordinates the delivery of projects / assignments while balancing priorities and resources; continually evaluates progress and re-prioritises work based on changing needs; develops and implements systems and procedures to guide work and track progress and recognises barriers and finds effective ways to deal with them.

DISCLAIMER

It is not the intention of the position description to limit the scope or accountabilities of the position. Its purpose is to provide an outline of scope and responsibilities, at a point in time. The scope of the role may be altered from time to time in accordance with changing business requirements.

INSTRUCTIONS TO APPLICANTS

To apply for this role please use the [Careers](#) page of our website. To be considered for this opportunity, candidates must address the **Selection Criteria and Capabilities** requirements and follow the instructions on the Geelong Arts Centre website.