



Position Title	Manager, People and Culture
Department	People, Culture and Experience
Date Reviewed	April 2025

Incumbent Name	VACANT	
Signature		Date

College Overview

The Australasian College for Emergency Medicine (ACEM) is a not-for-profit organisation responsible for the training, assessment and continuing professional development of emergency physicians as well as the advancement of professional standards in emergency medicine in Australia and New Zealand.

Our vision is to be the trusted authority for ensuring clinical professional and training standards in the provision of quality, patient-focused emergency care.

Our mission is to promote excellence in the delivery of quality emergency care to all our communities through our committed and expert members.

The ACEM Core Values which employees and members hold themselves and others accountable are:

- Equity
- Respect
- Integrity
- Collaboration

Department Overview

The **People, Culture & Experience (PCE)** department is committed to fostering a high-performing, inclusive, and engaged workplace where employees feel valued and supported. Through strategic initiatives in talent acquisition and professional development, we ensure the organisation attracts, retains, and nurtures top talent. Our focus on employee experience, equity, and inclusion drives a culture of belonging, while wellbeing and safety programs prioritise the health and resilience of our workforce. With strong HR operations, compliance, and organisational development frameworks, we support leaders and teams in building a dynamic and future-ready organisation. By embedding a people-first approach, the PCE team partners with leaders and employees to build an inclusive and engaging workplace where everyone can perform at their best.

Position Purpose

The primary purpose of this role is to lead a contemporary PCE function that aligns with and supports the College's strategic goals. This role is responsible for delivering high-quality, people-focused services and fostering a positive workplace culture through best-practice HR policies and initiatives. Key focus areas include strategic workforce planning, performance development, employee engagement and wellbeing, recruitment, leadership coaching, conflict resolution, and ensuring compliance with relevant legislation, Awards, and workplace safety standards.

Key Responsibilities

The key responsibilities of the role shall include, but not be limited to:

- Provide expert guidance and coaching to General Managers and leaders on people management, workplace culture, performance, and disciplinary processes to drive positive employee outcomes.
- Oversee end-to-end recruitment, including job advertisements, interview coordination, participation in selection processes, reference checks, and candidate feedback to attract and retain top talent.
- Ensure alignment with Australian and New Zealand employment legislation, including National Employment Standards, Fair Work Act (2009), New Zealand Employment Act (2000), workers' compensation, and relevant awards. Provide clear interpretation and guidance on legal obligations.
- Lead the annual and mid-year performance review processes, embedding a culture of continuous feedback, goal setting, and employee development.
- Deliver legally sound, best-practice advice on HR, workplace relations, and Work Health & Safety (WHS) matters to ensure compliance and foster a positive work environment.
- Design, implement, and manage organisation-wide training and professional development programs to enhance capability, engagement, and career progression.
- Provide strategic leadership to the PCE team, ensuring alignment with organisational goals and delivering key initiatives effectively.
- Lead and facilitate resolution of workplace grievances and disputes, including the management of investigations and mediation processes.
- Champion a culture of wellbeing through proactive health and safety programs, including EAP services, employee benefits, and workplace initiatives. Ensure compliance with WHS policies and lead the WHS Committee.
- Other responsibilities as delegated by Management within the scope of this position.

Key capabilities

ACEM has a *Capability Framework* that describes the technical and non-technical capabilities expected to be executed. For the role of Manager, People and Culture, the key capabilities include:

Effective communication:

- Able to communicate effectively in complex and unfamiliar environments.
- Adapts and adjusts communication style for a range of audiences, situations and environments.
- Role models open, transparent communication by sharing relevant information, feedback and expectations at individual and team level.

Stakeholder engagement and management:

- Drives communication and connectivity between key internal stakeholder groups; shares relevant information.
- Able to anticipate stakeholder behaviour and tailor response accordingly.
- Shares information with leadership on decision making and team initiatives.

- Provides leadership and support to others in maintaining positive stakeholder relationships.

Data gathering and analysis:

- Uses data to inform decision making at operational level.
- Develops recommendations based on data analysed.

Decision making:

- Able to make informed, timely and effective decisions.
- Consults with internal stakeholders, subject matter experts, to gain input and insights relevant to decision making.
- Provides guidance / advice to team members to assist in decision making process.

Problem-solving and advising:

- Able to anticipate problems and proactively identify potential solutions.
- Uses experience and judgement to assess which problems should be resolved by team or escalated.

Negotiation and influence:

- Proactively seeks support / cooperation from internal and/or external stakeholders.
- Able to influence and steer interactions towards solutions and outcomes to the benefit of the organisation while maintaining constructive relationships.

Managing performance:

- Manages and monitors performance of individuals / team.
- Sets clear expectations for individual and team performance outcomes.
- Provides regular positive and constructive feedback on performance and delivery of outcomes.

Leadership and business acumen:

- Works collaboratively within own department / team and across the organisation.
- Operationalises business plans through delivery of projects and initiatives.

Change management:

- Actively seeks opportunities to collaborate on change process across the organisation.
- Identifies potential resistance to change and develops mitigation strategies.
- Able to mobilise team to plan for and execute change process.

Organisation responsibilities

As a member of ACEM staff, organisation responsibilities include, but not be limited to:

- Embed and uphold ACEM's Core Values within the PCE function and across the organisation, fostering an inclusive and high-performance culture.
- Ensure the successful implementation and delivery of key commitments within ACEM's Reconciliation Action Plan, contributing to meaningful engagement and impact.
- Ensure any allocated deliverables outlined in Te ACEM Rautaki Manaaki Mana: Excellence in Emergency Care for Māori is met to a high standard.
- Ensure the quality recording of all processes relevant to role and responsibilities in the Promapp system.
- Strive to maintain a culturally competent and inclusive workplace and expected to undergo regular cultural competence training.

Key Skills, Qualifications and Attributes

- Degree in Human Resources or demonstrable relevant experience in/or related field.
- Experience in member services, customer support, or client success role.
- Commitment to the principles of equal opportunity, workplace diversity and inclusion, and industrial democracy.

Workplace Health and Safety

All employees have a personal responsibility to work safely and to abide by health and safety legislation, policies, rules and established safe work practices. All employees are responsible for their own safety and that of fellow employees.

Organisational Sustainability

ACEM aims to promote sustainable practices in the workplace and reduce its environmental footprint through initiatives to reduce waste, energy and water use, and to increase recycling. All employees are encouraged to actively apply sustainability principles within their own teams

Organisational Relationships

Reports to	General Manager People, Culture and Experience
Supervision of	People Culture and Experience Advisor People Culture and Experience Officer
Internal Liaison	All ACEM Employees Members and trainees of the College
Committee Liaison	WHS Committee Gender Core Values Reconciliation Action Plan
External Liaison	Training Providers EAP Provider Recruitment Agencies

Additional Information

- May involve work outside normal business hours to meet business objectives.
- Interstate and/or overseas travel may be required.