



GREAT OCEAN ROAD
COAST & PARKS AUTHORITY

11/12/2025

Position Description

Position Title:	People and Culture Manager
Classification:	Level 8
Status:	FTE 1.0
Reports To:	Director People and Culture
Direct Reports:	0 - 5
Location:	Baines Crescent, Torquay, Victoria.

About the Position

The People and Culture Manager leads the operational delivery of human resources functions across the Great Ocean Road Coast and Parks Authority (GORCAPA), ensuring alignment with organisational strategy and statutory requirements. This role is responsible for providing leadership to direct reports, overseeing recruitment, HR business partnering, HR administration, HRIS and technology management, compliance and governance, and employee relations. Acting as a subject matter expert, the People and Culture Manager provides expert advice and support to managers across the Authority, contributing to workforce planning, performance management, and organisational capability development. The role ensures HR initiatives are implemented effectively, consistently, and in line with best practice, supporting a high-performance culture and compliant, well-governed HR environment.

About the Great Ocean Road Coast and Parks Authority

The Great Ocean Road Coast and Parks Authority (GORCAPA) is the dedicated Victorian Government entity entrusted with the care, protection and sustainable management of one of Australia's most breathtaking and culturally significant coastal regions.

Established under the Great Ocean Road and Environs Protection Act 2020, GORCAPA was created to address the complex and fragmented management of the coastline and ensure the long-term

conservation of this iconic landscape. GORCAPA is responsible for managing more than 170,000 hectares of coastal reserves, National Parks, Marine Sanctuaries and foreshores stretching along 355 kilometres of stunning coastline. This includes high-profile sites such as the Twelve Apostles Precinct and Cape Otway Light station, as well as local ports, community reserves and critical marine environments.

At the heart of its work is a commitment to protect the unique environmental, cultural, heritage and community values of the region. GORCAPA partners deeply with Traditional Owners, local communities and stakeholders to integrate cultural knowledge, ensure environmental stewardship, support sustainable visitation and build lasting benefits for regional economies and generations to come.

About the Corporate Services Directorate

The Corporate Services Directorate leads the delivery of key enabling functions to support the place-based management and operations of GORCAPA. The Directorate brings together organisational centres of expertise in the delivery of best practice corporate functions that work collectively in providing specialist advice; simple and fit for purpose policies, procedures and business systems; and hands-on support that act as guardrails for GORCAPA to efficiently and effectively deliver on-ground services in compliance with whole-of-government and legal requirements.

Key Accountabilities

Accountability	Expected Outcomes
Policy & Strategic Leadership	Develop policy frameworks within the HR function based on organisational priorities. Participate in strategic planning and provide advice to support executive decision-making. Ensure implementation of endorsed HR policies and procedures across the functional area.
Operational & Program Management	Manage HR programs and projects within the People and Culture function, ensuring operational objectives are achieved. Apply established approaches to resolve HR challenges and support consistent delivery of HR services.
Stakeholder Engagement & Negotiation	Manage relationships with internal stakeholders to support HR initiatives and achieve project outcomes. Provide advice and guidance to managers to support HR implementation and workforce practices. Build cooperative partnerships within the organisation to ensure alignment with operational objectives.

Accountability	Expected Outcomes
Decision-Making & Problem Solving	Interpret general HR policy frameworks to make informed decisions. Apply judgement to enable quality decision-making within complex multi-disciplinary projects. Analyse competing interests and propose practical solutions.
Project & Financial Management	Plan, manage, and deliver major HR projects to tight deadlines and allocated budgets. Demonstrated experience in HR business planning, financial analysis, and budget management.
People Leadership & Capability Development	Lead, motivate, and develop multi-disciplinary HR teams. Set objectives, monitor performance, and foster a collaborative, high-performing culture. Support capability-building across the organisation.
Compliance & Risk Management	Ensure all HR activities comply with relevant legislation, enterprise agreements, organisational policies, and governance requirements. Apply risk management principles and demonstrate commitment to OHS and operational safety.
Research, Analysis & Reporting	Prepare HR reports, briefs, and options papers to support operational workforce management and decision-making. Analyse HR data to identify trends and support managers in evidence-based HR actions.

Key selection criteria

Capability	Guidance / Evidence
Leadership & People Management	Demonstrated ability to lead, motivate, and develop teams. Experience setting objectives, managing performance, and fostering a collaborative, high-performing culture.
HR Operational Expertise	Experience in HR operations, including recruitment, HR administration, HRIS/technology management, and employee lifecycle processes.
Business Partnering & Stakeholder Engagement	Ability to provide operational and strategic HR advice to managers and executives. Experience influencing outcomes, building trust, and supporting organisational decision-making.

Capability	Guidance / Evidence
Employee & Industrial Relations	Strong understanding of enterprise agreements, employment legislation, and industrial frameworks. Proven ability to manage complex employee relations matters and provide practical guidance to managers.
Compliance & Governance	Knowledge of relevant legislation, policies, and HR governance frameworks. Experience ensuring compliance and maintaining risk management standards.
HRIS & Technology Management	Demonstrated ability to manage HRIS systems and related technology platforms. Ability to use HR data to inform decisions and improve HR processes.
Policy Development & Advisory	Ability to develop, interpret, and implement HR policies. Provides authoritative advice on complex HR matters.
Change & Continuous Improvement	Experience leading HR process improvements and supporting organisational change initiatives. Ability to implement innovative solutions to enhance service delivery and organisational capability.
Communication & Influence	Excellent verbal and written communication skills. Ability to present complex HR information clearly to managers, executives, and non-HR audiences.
Qualifications & Experience	Relevant tertiary qualifications in HR, Business, or related field. Substantial (7+ years) experience in senior HR roles with operational leadership and management of HR teams.

Important Information

Pre-employment Checks	Provide a National Police Check Certificate, obtain a Working with Children Certificate, and provide evidence of Australian work rights. These checks ensure a safe and trusted environment for our community and colleagues, reflecting our commitment to integrity and responsibility.
Driver's Licence	Hold a current Australian Driver's Licence to safely and effectively undertake field and operational duties (where required), supporting our excellence in service delivery.

Delegations and Authorisations	Exercise responsibilities within approved delegations and/or authorisations in accordance with Authority policies and governance frameworks, promoting accountability and transparency in decision-making.
Code of Conduct	Act in accordance with VPS Code of Conduct and organisational policies, demonstrating respect, integrity, and collaboration in all interactions.
Emergency Response Support	Given the unique environment in which we operate, you may be required to support emergency response activities or other duties relevant to your role, in line with safety protocols and emergency management plans.

Employee Signature:

Date: