

Job description: People and Culture Manager at Story Factory



Key information

Title	People and Culture Manager
Reports to	Executive Director
Direct reports	n/a
FTE	0.6 FTE, 22.5 hours per week. Can be spread over 3-5 days
Salary & Conditions	Negotiable, plus superannuation. Fringe benefit may be applicable
Location	Sydney. Based at either our Redfern or Parramatta centre, and moving between them as needed.

About Story Factory

At Story Factory, we believe that stories can change lives. We focus on enriching the lives of young people in under-resourced communities through quality creative writing programs, improving their writing skills, increasing their confidence and expanding their future prospects. Reading is access but writing is agency.

Since opening in 2012, we have taken more than 50,000 student enrolments, with more than 8,000 enrolments in 2022. 18% of our students are Aboriginal and Torres Strait Islander and 44% are from culturally and linguistically diverse backgrounds. We have won a number of awards for our work, including Executive Director and Co-founder Dr Cath Keenan being named Australian of the Year Local Hero in 2016.

Our values:

- Young people come first.
- Writing is agency.
- Creativity unleashes potential.
- Diversity makes us better.
- We have high expectations of ourselves and the young people we work with.
- We have heart. Passion matters.

When working with our students and colleagues, we are:

- Positive. We see strengths.
- Inclusive. We build connection through shared experience.
- Helpful. We support students to reach their writing goals.
- Respectful. We value young people's ideas and experience.
- Generous. We choose the more edifying interpretation.
- Fun. Because writing should be joyful. At least some of the time.

For further information visit our [website](#).

To view our current strategic plan, click [here](#).

To view our Reconciliation Action Plan, click [here](#).

To view our latest Annual Report, click [here](#).



Purpose of the role

At Story Factory, our staff are our greatest asset. Over the last 11 years, we have grown from one staff member to 30, including part-time and casual staff. We are very proud of our passionate and talented team, and our inclusive and collaborative culture. We have created the People and Culture Manager role to ensure this culture thrives and deepens, so our team is supported and engaged and we can deliver the highest quality creative writing workshops to as many young people as possible.

We are looking for a true generalist who will provide both strategic and operational advice to the Executive Director and our leadership team. As the inaugural holder of this role, you will be guided by our values to develop and implement our people and culture strategy, policies, and practices. You will support our Executive Director, leadership team and staff on all people-related matters including performance and talent management, recruitment, staff development and engagement, reward and recognition, HR systems, reporting and change management.

What we offer

- Flexible working arrangements: this three-day role can be worked across 3 to 5 days;
- A genuinely collaborative and diverse culture;
- Up to 8 days additional annual leave in December/January;
- Fringe benefit may be applicable;
- Ceremonial and cultural leave for Aboriginal and Torres Strait Islander staff.

The position and its responsibilities

At Story Factory, the success of our programs depends on authentic engagement with young people and their communities. The diversity of our team is one of our greatest assets, and nurturing that diversity - and supporting our team to grow our engagement with young Aboriginal and Torres Strait Islander people - are key strategic objectives. Since opening in 2012 we have had low staff turnover and we want this to continue.

The People and Culture Manager will play a key role in our organisation, contributing to overall strategic direction. You'll be a member of our leadership team, working closely with them and the Executive Director to improve performance and position us as an employer of choice. As this is a new role, you'll be someone who can think strategically, develop systems and processes, and identify areas for improvement and tackle them effectively. You'll have qualifications in human resources, and 5-10 years' experience, ideally some of it in a not-for-profit. Most importantly, you'll be highly ethical, empathetic, culturally aware and not afraid to offer frank advice. Like all staff at Story Factory, you'll also be passionate about improving outcomes for young people from under-resourced communities, and the role writing can play in this.



Strategy, leadership and culture

Human resources and people development

Recruitment and employee retention

Policies, procedures and reporting



- Identify a suitable HR platform and lead the set up of this platform across the organisation;
- Ensure compliance with all WHS requirements;
- Keep records of all workplace incidents, reporting them to the executive director as needed and suggesting mitigation strategies.

Resources available

The People and Culture Manager will work closely with the Operations Manager and will be supported by the Administrative Officer. The Administrative Officer will assist with the migration to a HR platform, will continue to manage pay, and may assist with other people and culture initiatives. If necessary, we can also pay for external HR advice on specialist matters, on an ad hoc basis.

Selection Criteria

Candidates are asked to send in a CV and a cover letter of no more than two pages replying to each of the following criteria and outlining their relevant experience and transferable skills.

Essential

- Tertiary qualification in HR or a related discipline;
- Excellent leadership and management skills, with 5-10 years' generalist experience;
- Someone who is highly ethical, empathetic and able to navigate challenging conversations;
- Capacity to work autonomously but also to collaborate across teams;
- Strong understanding of best practice in people and culture management, employment laws and regulations, and talent management strategies;
- Demonstrated experience in developing and implementing effective people and culture policies and programs that align with Story Factory's values and strategic goals;
- High level verbal and written communication skills, and negotiation skills;
- Genuine commitment to diversity, equity and inclusion, and demonstrated ability to build and maintain inclusive work environments;
- A passion for supporting young people in under-resourced communities and for the role writing can play in this.

Desirable

- Familiarity with HR platforms such as Employment Hero;
- Familiarity with Google suites;
- Experience at a not-for-profit organisation.



Our commitment to diversity

At Story Factory, we embrace differences in gender, age, ethnicity, race, cultural background, disability, religion and sexual orientation. We know that diversity and inclusion helps us to attract, recruit, engage and retain a team of talented people.

Aboriginal and Torres Strait Islander people, and those from culturally and linguistically diverse backgrounds, are particularly encouraged to apply.

If you require specific support to apply for this position, please advise us by contacting Jane on jane.han@storyfactory.org.au. We will work with you to identify the best way to assist.

Story Factory is a Child-Safe Organisation. The successful applicant must undertake a Police Check and Working with Children Check prior to commencement. The role has a six month probation period. Start date to be negotiated with the Executive Director.

Applications, including a cover letter addressing the selection criteria and a CV, should be sent to jobs@storyfactory.org.au. Applications will be assessed as they are received.

All queries can be directed to jobs@storyfactory.org.au.