

StoryFACTORY

176 Redfern Street, Redfern
Gadigal Country NSW 2016.
www.storyfactory.org.au
Contact: jobs@storyfactory.org.au

Position Description: People & Culture Lead

Job Title:

People & Culture Lead

Location:

Can be based at our Redfern or Parramatta Office, and will require travel between the two, and occasionally to our Bidwill centre

Term:

Part-time, 0.6FTE (22.8 hours per week)

Reports to:

Executive Director

Direct Reports:

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Salary and conditions:

\$125,000 - \$135,000pa (pro-rated), plus superannuation. Fringe benefits may be applicable, providing an additional \$16k per year tax free if eligible. For more information, click [here](#).

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.

Story Factory runs a wide variety of fun and engaging creative writing programs at primary and high schools across Sydney and Western Sydney, at our centres in Redfern and Parramatta, and digitally across Australia. We have also just opened a new centre in Bidwill, Mount Druitt in April 2026.

Since opening in 2012, our achievements include:

- 75,000+ student enrolments, with more than 9,000 enrolments in 2025;
- 15% of students are Indigenous and 49% are from culturally and linguistically diverse backgrounds;

- Recognition of our work with multiple awards, including a Secretary's Award for Excellence in the 2018 Public Education Foundation Awards, and Executive Director and Co-founder Catherine Keenan AM being named the 2016 Australian of the Year Local Hero.

We are currently in the fourth year of a five-year strategy that will see us grow the reach and impact of our work. A key part of this was opening our new hub for our work in Bidwill, Mount Druitt in April 2026, to consolidate and deepen the work we've been doing in that area for many years.

If you would like further information visit: <https://www.storyfactory.org.au/> or read through the following documents (please note, you will not be expected to have read these).

- To view the Theory of Change, click [here](#).
- To view the current strategic plan, click [here](#).
- To view the Story Factory Reconciliation Action Plan, click [here](#).
- To view the latest Annual Report, click [here](#).

STORY FACTORY 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.

PURPOSE OF THE ROLE:

At Story Factory, our team is our greatest asset. Over the last 14 years, we have grown from one team member to 36, including part-time and casual team members, across three locations: Redfern, Parramatta and Bidwill. We are very proud of our passionate and talented team, and our inclusive and collaborative culture.

The purpose of the People and Culture Lead role is to ensure this culture thrives and deepens, so our team is supported and engaged to deliver the highest quality creative writing workshops to as many young people as possible.

This role will play a key role in our organisation, contributing to our overall strategic direction. We are looking for a true people and culture generalist who will provide both strategic and operational advice to our Executive Director, our leadership team and support to our broader team.

The successful candidate will be guided by our mission and values to implement and refine our people and culture strategy, and to continually look for ways to evolve our people practices and position us as an employer of choice.

This role will work closely with the Executive Director and Leadership Team, and will be supported by our part-time People and Culture Partner.

Story Factory is a Child Safe Organisation and complies with the National Principles for Child Safe Organisations. The successful applicant must undertake a Police Check and Working with Children Check prior to commencement. This role has a six-month probation period.

BENEFITS OF WORKING AT STORY FACTORY:

- Flexible working arrangements: this part-time role can be worked across 3 to 5 days;
- Up to 8 days additional paid annual leave in December / January;
- Ceremonial and cultural leave for Aboriginal and Torres Strait Islander team members;
- Fringe benefits may be applicable;
- A genuinely collaborative and diverse culture;

- The opportunity to contribute to a growing purpose-led not-for-profit team creating positive change for young people in under-resourced communities.

ROLE RESPONSIBILITIES:

Strategy, Leadership and Team Culture

- Implement and refine a people and culture strategy aligned with our mission, values, and strategic plan;
- Actively promote diversity, equity, and inclusion in all people and culture policies and initiatives, including providing advice on best practice to support Aboriginal and Torres Strait Islander team members and team members from diverse cultural backgrounds;
- Provide expert advice, coaching and development to the leadership team to achieve a productive and engaged team culture;
- Regularly review remuneration and salary packaging to ensure salaries are fair and competitive.

Recruitment and Employee Retention

- Lead processes across the employee lifecycle, from recruitment and onboarding to retention, with the relevant members of the leadership team, providing advice about how these processes can be improved and ensuring vacancies are filled in a timely fashion.

People Development and Performance Management

- Work with the relevant members of the leadership team to create development plans for their teams to ensure they are engaged and working to their full potential, and identify learning needs across the organisation and develop plans to address these;
- Work with the leadership team to conduct regular Performance Management Reviews with all team members;
- Work with the leadership team to ensure role descriptions and KPIs are clear and up to date, and maintain clarity around reporting lines;
- Provide performance management and disciplinary advice as needed;
- Manage grievances and if necessary lead workplace investigations in a fair, timely and efficient manner consistent with employment legislation.

Policies, Procedures and Reporting

- Review and develop all organisational policies and procedures, ensuring cultural safety and competence are embedded, any changes are communicated to the team, and ongoing compliance is adhered to;
- Ensure compliance with all WHS requirements, and keep records of all workplace incidents, reporting them to the Executive Director as needed and suggest mitigation strategies as required;
- Provide regular reporting to the Executive Director and leadership team on data relating to employee feedback, EAP usage and other insights to determine the success of people and culture strategy and to identify areas for improvement;
- Remain up to date with employment legislation and trends in the people and culture sector.

SELECTION CRITERIA:

Essential

- Demonstrated experience in a people and culture / HR leadership role, with 5-10 years generalist experience;
- Demonstrated experience in developing and implementing effective people and culture strategies, policies and initiatives that align with the organisations mission, values and strategic goals;
- Genuine commitment to diversity, equity and inclusion, and demonstrated ability to build and maintain inclusive work environments;
- Strong understanding of best practice in the people and culture / HR space, including: recruitment, DE&I, people leadership, people development, team engagement, performance management, remuneration, reward and recognition, HR systems, reporting, employment laws / WHS, and change management;

- Highly ethical, empathetic, approachable and able to navigate challenging conversations;
- High level verbal and written communication skills, and negotiation skills;
- Capacity to work autonomously but also to collaborate across teams;
- And importantly, be passionate about improving outcomes for young people from under-resourced communities, and understanding the role writing can play in this.

Desirable

- Tertiary qualification in HR or a related discipline;
- Familiarity with HRIS platforms;
- Familiarity with Google Workspace;
- Experience at a not-for-profit organisation.

OUR COMMITMENT TO DIVERSITY:

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.

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.

We welcome applicants with relevant lived experience or cultural knowledge that enriches our programs and strengthens our engagement with young people. Lived experience may include migration, disability or neurodivergence, socio-economic disadvantage, caring responsibilities, trauma, LGBTQIA+ identity or other experiences that shape how you understand and support young people.

We also encourage people from Aboriginal and Torres Strait Islander and culturally diverse backgrounds to apply, as well as residents of Greater Western Sydney.

HOW TO APPLY:

To apply, please email your resume and a cover letter (maximum two pages), addressing each of the selection criteria listed above and outlining your relevant experience and transferable skills to jobs@storyfactory.org.au.

Applications must be received by 5pm, Thursday 28th May 2026.

If you require specific support to apply for this position, please advise us by contacting jobs@storyfactory.org.au, and we will work with you to identify the best way to assist.

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