

Position description

Title:	Human Resources Manager
Group/Branch:	Business Services
Status:	Full Time
Location:	Emerald, travel to other Puffing Billy sites is required.
Reports to:	Group Manager Business Services
Direct Reports:	Human Resources & People Development Team
Hours/Days of Work:	Monday to Friday, 37.5 hours, 1.0FTE Weekend and after hours will be required by arrangement
Requirements	Current Victorian Working with Children Check (WWCC) Resolved National Criminal History Check and periodic checks as per policy Completed Category 3 National Standard for Health Assessment of Rail Safety Workers Mobile Phone provided

Job Purpose

This position supports the delivery of the organisation's strategy and ensures workforce sustainability by driving effective workforce services, systems, analysis and reporting.

Reporting to the Group Manager Business Services, this position oversees the overall workforce lifecycle process, ensures statutory compliance and plays a key role in developing and implementing workforce procedures to improve and maintain the workforce of the organisation.

Key Duties & Responsibilities

- Guide and coach leaders to take ownership of people and safety management matters with consideration of risk mitigation and compliance obligations of Fair Work legislation, OHS legislation, Victorian Public Sector Industrial Relations Policies, Child Safety Standards and National Standards for Volunteer Involvement
- Manage the delivery and continuous improvement of the Workforce Plan
- Manage Workforce Recruitment, Compliance & Offboarding
- Manage Workforce Engagement & Retention Strategies
- Manage the Workforce Performance Management Framework
- Manage Leadership Development Strategies
- Manage the Training, Learning & Development Framework
- Manage Workforce Statutory & Regulatory Reporting
- Report, monitor & analyse Workforce performance metrics & data
- Development and continuous improvement of HR, IR & OHS Policies & Procedures
- Research and remain up to date with, Fair Work legislation, Public Sector Industrial Relations, OHS legislation, Child Safety Standards, National Standards for Volunteer Involvement & contemporary workforce practices
- Manage identification of organisation wide learning & development opportunities & deploy training programs as required
- Partner with Safety to strengthen safety initiatives and ensure Workplace Safety & Compliance
- Participate in committees/working group and provide workforce advice and guidance



Key Competencies

- Substantial experience managing complex HR matters and collaborating with internal and external stakeholders to achieve positive outcomes.
- Demonstrates strong critical analysis and strategic problem-solving skills to navigate complexity and support effective organisational outcomes.
- Demonstrates strong influencing skills and communicates effectively through clear, persuasive verbal and written communication.
- Demonstrated flexibility and adaptable to a dynamic environment to accommodate changes in organisational priorities, industry trends and external factors
- Strong organisational skills, with ability to prioritise
- Focus on service excellence, exceeding internal and external customer expectations
- Adequate numeracy and literacy skills to manage analysis, reporting & documentation preparation

Qualifications & Experience Required

- Current and valid Drivers Licence
- Qualifications in Human Resources Management, Industrial Relations or related discipline area
- Experience in human resources management and organisational development
- Experience working in tourism, rail or construction, public sector, not for profit and volunteering sectors is highly desirable
- Certificate IV in Training and Assessment is desirable

Key Relationships

- PBR staff, volunteers and visitors
- External stakeholders including elected officers and senior management in public and private organisations, such as training providers

Health & Safety

Employees have a responsibility to:

- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.

The following health and safety factors are relevant to this position

Frequent (occurs 1/3-2/3 of time)	Constant (occurs 2/3+ of time)
<ul style="list-style-type: none"> Manual handling task (0 – 10kg) Gripping, holding, clasping with fingers/hands. 	<ul style="list-style-type: none"> Hand/arm movement i.e. clasping, reaching. Walking on uneven surfaces. Sitting at a workstation Responsibility for the safety of others.

Additional Notes

- Flexibility regarding availability and responsiveness is required, to support the organisation’s needs.
- PBR is a child-safe organisation. All employees and volunteers are required to undergo a National Police Check, a Working with Children Check and sign our Child Safety and Wellbeing Policy and Child Safe and Wellbeing Code of Conduct.
- PBR is a zero drug and alcohol workplace – workplace participants maybe subject to unannounced drug and alcohol testing.

Acknowledgment

I have read and understood the above position description, and I agree to undertake the duties outlined. I declare that I have no health, medical or other restrictions that would affect my ability or capacity to undertake these duties in a safe manner.

Employee Name	Employee Signature	Date

Approved By:	CEO	Date:	March 2026
Last Updated By:	Group Manager Business Services	Date:	March 2026



Puffing Billy Railway’s staff and volunteers are committed to providing positive experiences for children in an environment that is caring, nurturing and safe.

Our Children, Our Focus, Our Future, Speak Up!