

RESUME

MICHELLE GILLIVER-SMITH

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Strategic organisation development and change management leader with extensive experience in public and private sector organisations

OBJECTIVE	KEY CAPABILITIES
<p>With Master-level qualifications and over 20 years of experience in senior management roles within the private and public sectors, Michelle Gilliver-Smith is an innovative leader with the proven ability to initiate and inform the strategic development of change management plans which effect cultural change in organisations. Possessive of highly adaptive and responsive communication and liaison skills, Michelle has extensive experience in the management of multi-dimensional people and culture strategies and is adept at turning these into operational realities. Michelle's passion is for the development and management of innovative, strategic, people-centred and goal-oriented solutions to drive business sustainability and excellence.</p>	<ul style="list-style-type: none">▪ Personal Attributes<ul style="list-style-type: none">▪ Drive and motivation▪ Awareness of strengths and weaknesses▪ Commitment to learning and development▪ Resilience and adaptability▪ Honest, ethical and professional▪ Accountable▪ Committed to safety▪ Relationships<ul style="list-style-type: none">▪ Communicates clearly and respectfully▪ Listens and encourages input from others▪ Committed to delivering customer focused services in line with strategic objectives▪ Works collaboratively▪ Persuades and gains commitment from others▪ Resolves issues and conflicts▪ Results<ul style="list-style-type: none">▪ Plans and organises work in line with organisational goals, and adjusts to changing priorities▪ Thinks, analyses and considers the broader context to develop practical solutions▪ Encourages and suggests new ideas and shows commitment to improving services and ways of working▪ Resources<ul style="list-style-type: none">▪ Responsible custodian of funds and applies processes in line with policy▪ Uses technology and information to maximise efficiency and effectiveness▪ Workforce Leadership<ul style="list-style-type: none">▪ Initiates, supports and champions change▪ Assists others to accept and engage with change▪ Hire and deploy people effectively and apply sound workforce planning principles▪ Communicate organisational goals, priorities and vision and recognise achievements▪ Engages and motivates staff▪ Develops capability and potential in others
PROFESSIONAL ASSETS	
<ul style="list-style-type: none">▪ Focus on organisational excellence with results and outcomes driven vision and methodologies complemented by a commitment to people development with an inclusive leadership and management style▪ Demonstrated understanding of the Australian Business Excellence philosophy to drive continuous improvement▪ Proven ability to liaise and negotiate using interest-based techniques with individuals, groups and professionals from highly divergent backgrounds and circumstances in order to attain the best possible outcomes for all concerned▪ Capacity to provide visionary and transformational leadership – experienced in building and leading multidisciplinary teams to strategically develop and deliver innovative, targeted responses, ideas and operational plans▪ Exceptional organisational and time management skills complementing the ability to work under pressure, prioritise competing responsibilities and to deliver within demanding deadlines whilst maintaining a strong customer focus and commitment to excellence in service delivery▪ Committed to engaging in all learning and professional development opportunities to improve success in the role	

CAREER PATH	EDUCATION AND TRAINING
2014 to August 2019 Organisation Development Manager Port Stephens Council, Raymond Terrace	1998-2000 Master of Industrial Relations and Human Resource Management with Distinction University of Sydney
2007 to 2014 Human Resources Manager Port Stephens Council, Raymond Terrace	2013 Diploma of Human Resource Management TAFENSW
2000 to 2007 General Manager Wentworth Human Resources Pty Ltd	2013 Certificate IV Training and Assessment TAFENSW
1998 to 2000 Various Contract Positions – Studying full time	
1989 to 1998 Member Services Manager NatRoad Ltd	

KEY RESPONSIBILITIES AND ACHIEVEMENTS

ORGANISATION DEVELOPMENT MANAGER

Port Stephens Council

Port Stephens Council is a large and diverse organisation delivering over 300 services to the community across 68 service packages. Council employs 550 staff and has a volunteer base of 700 community members.

Key Experiences and Achievements:

- Development and implementation of Workforce Strategic Plan in collaboration with the Senior Leadership Team to respond to the current and future workforce needs
- Collaboration with Councils Senior Leadership Team to evaluate Organisation Development service provision across all internal Council operations
- Leadership, management and motivation of Section staff to ensure all services are delivered on the ground in accordance with the Council's Operational Plan; on time and on budget
- Composition of the Section business plan in line with the Australian Business Excellence philosophy to ensure that the right services and service levels are delivered in a manner to optimise outcomes across the organisation
- Implementation of processes to ensure all service areas are delivering in accordance with quality and timing standards and goals
- Development of a Section work plan in response to strategic priorities and reporting requirements
- Acquisition and maintenance of exceptional understanding of all applicable legislation and associated regulations
- Contribution to the leadership and management of the organisation through participation in the senior leadership team including the implementation of Business Excellence
- Development and implementation of a HR Analytics metrics model which ensures agility and responsiveness to changes in labour market conditions
- Development and implementation of succession planning process
- Strategic relationship management of key stakeholders in the industrial relations environment
- Development and implementation of cultural change program leading to increase in engagement to top quartile of Australian companies

HUMAN RESOURCES MANAGER

Port Stephens Council

Key Experiences and Achievements

- Management of recruitment and selection processes
- Management of all industrial relations matters
- Provision of advice and support to senior managers and line managers dealing with human resource management issues
- Development and maintenance of partnerships with key stakeholders including managers, unions and staff
- Responsible for negotiation and implementation of industrial agreements
- Provision of advice on legislative changes affecting employment and engagement of contractors and consultants in both State and Federal jurisdictions
- Representation before industrial commissions
- Provision of advice to the Financial Services Section in relation to salary packaging, payroll, Enterprise Agreement interpretation and other related matters
- Management of human resource related projects at an organisation, regional and State level

GENERAL MANAGER

Wentworth Human Resources Pty Ltd

Wentworth Human Resources Pty Ltd is a human resource management consultancy providing an outsourced human resources service for not for profits and small to median sized commercial businesses through a combination of on the ground and help desk support.

Key Experiences and Achievements

- Greenfield set-up on Human Resource Management consultancy business with a helpdesk service which provided support to over 100,000 small to medium sized businesses Australia-wide
- Management of team of human resource management and industrial relations specialists who deliver outsourced services in the not-for-profit, retail, manufacturing and professional services sectors
- Delivery of strategic HR advice and assistance to clients at CEO and Board Level, particularly in the not for profit sector, achieving improved organisational outcomes and productivity
- Thorough working knowledge of employment related legislative requirements Australia-wide
- Training program development and delivery

PROFESSIONAL MEMBERSHIPS

Member

Certified Professional – Australian Human Resource Institute

Member Local Government Professionals Australia (NSW)

Committee Memberships

Committee Member – Local Government Professionals Australia (NSW) HR Network – 2009 to 2019

Committee Member – Industrial Relations Society of NSW (Newcastle Branch)

Committee Member - University of Newcastle, Human Resource and Employee Relations Management Advisory Committee Member

Committee Member – StateCover Advisory Committee (local government workers compensation insurer) 2014-2019

Referees:

On request