

POSITION DESCRIPTION: PEOPLE AND CULTURE MANAGER

Background	THINK Hauora is a network that designs, delivers, and supports primary health care services across Otaki, Horowhenua, Manawatu and Tararua. THINK Hauora has a strong focus on equity and a commitment to collaborating and partnering with others to improve outcomes for our communities. This position description (PD) captures the expected functions of the position and is reviewed from time to time as required and considered as part of the annual performance review process. The PD is supported by an annual work programme.	
Primary Functions	The People and Culture Manager will lead and manage a small multi-disciplinary team to support the achievement of the organisation's purpose and deliver on strategic outcomes. Acting as a key advisor to the CE and SLT, they will help build the people and culture capability of the organisation and contribute to decision-making that influences THINK Hauora's growth, culture and sector positioning. They will be an ambassador for organisational culture and values, ensuring they are visible, embedded and upheld. The People & Culture Manager is responsible for human resources; learning and development; health, safety and wellbeing; and payroll. They will lead their team to develop and implement people and culture strategies, programmes and services that: • support management of the employee lifecycle; • champion and support health, safety and wellbeing; • enhance employee engagement, • build a high-performing, inclusive workforce and • support and enable organisational effectiveness Key day-to-day tasks will include: • Leadership oversight and operational management of people and culture activities, ensuring alignment with organisational values and strategic direction • Lead HR initiatives related to recruitment, employee relations, performance management, learning and development and organisational culture • Fostering a productive, supportive and compliant work environment through the development of appropriate HR policies, procedures and approaches • Work as part of the Health and Safety leadership team to support the CE, SLT and Board to create a workplace that values and protects health, safety and wellbeing • Overseeing planning and delivery of learning and development activities in support of THINK Hauora and general practice kaimahi	
Reports to	General Manager Strategy and Enablement	
Direct reports	• Human Resources Advisor • Learning and Development Lead • Payroll Lead	
Functional Relationships	Internal • Chief Executive Officer • Senior Leadership Team (SLT) and Board • Clinical and Network Services • Strategy and Enablement Team	External • Clients & contractors • Healthcare providers and agencies • Te Whatu Ora Health NZ • Unions

	• Mental Health and Social Well-being Team • Broader THINK Hauora teams	
Primary Location	Based in the offices of THINK Hauora, 200 Broadway Avenue, Palmerston North, with some travel required	
Salary Range	In accordance with the skills and experience required to undertake the role competencies	
Nature of Position	Permanent, part-time / full-time position (0.8 or 1.0 FTE)	
Hours	Thirty-two (32) hours per week (0.8 FTE) or Forty (40) hours per week (1.0 FTE), Monday to Friday.	
Status as described in the Vulnerable Children’s Act 2014	This role is not a Children’s Worker role and is not subject to the requirements of the Children’s Act 2014	
Health and Safety	All staff and governance at THINK Hauora participate in health and safety management practices, ensure that work is done in a safe environment, reports and works to eliminate, isolate, or minimise any hazards, and applies THINK Hauora’s health and safety policies and procedures. Staff must act to ensure that THINK Hauora complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation. Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individuals safe.	
ORGANISATIONAL DIRECTION		
Our Vision	Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing	
Our Purpose	Strengthening primary and community care to improve health and wellbeing for people and whānau	
Our Vision	Tūhonotia te hapori ki te Ora – Connecting Communities for Wellbeing	
Our Strategic Goals	1. Strengthening hauora Māori and equity 2. Enabling primary care services in the right place at the right time 3. Facilitating integrated community, primary, and secondary systems 4. Strengthening collective action for hauora through partnerships 5. Advancing organisational excellence, discipline and capabilities.	
Our Values	Tūturu: We act with trust and integrity in all that we do Manaakitanga: We respect and care for our people Kotahitanga: We work in partnership and unity Mana: We are responsible and accountable to our people Māia: We act with courage	
Commitment to Te Tiriti O Waitangi	THINK Hauora is committed to Te Tiriti o Waitangi and aspires to be an honourable Te Tiriti Partner whose Board and employees actively contribute to the achievement of Pae Ora (Healthy Futures for Māori) across our rohe. We maintain this by expressing and activating the five principles of Te Tiriti o Waitangi across all layers of our Organisation. Tino Rangatiratanga Self-determination Mana Taurite Equity	

	Whakamarumarutia Active Protection Kōwhiringa Options Pātuitanga Partnership Our suite of policies will actively ensure Pae Ora is realised through the pathways of Whānau Ora (Healthy Families), Mauri Ora (Healthy Individuals), Wai Ora (Healthy Environment)
Equity	THINK Hauora is committed to improving access to services and achieving equity of health outcomes across communities. We provide support and guidance to the wider workforce to do the same. THINK Hauora believes in equity and requires staff to “stop, look, listen and think” about how they can design, develop, and deliver services that create and maintain equitable environments to effect change and ensure that whānau flourish.

KEY RESPONSIBILITIES		
Key Competency	Activities	Expectations
People and Culture Strategy and Organisational Development	• Develop and implement people and culture strategies aligned with the organisation's overall business objectives • Conduct regular workforce planning and analyse and report on metrics to align HR goals with business outcomes • Prepare an annual people plan and budget for key initiatives such as recruitment, training and employee well-being • Act as a key advisor to the Chief Executive and Senior Leadership Team • Participate in executive meetings to advise on people and culture strategies and their implications	• Collaborate with senior management to design and implement HR strategies that directly support THINK Hauora's growth, operational efficiency and culture. Ensure HR initiatives are measurable and contribute to long-term business sustainability • Provide high-level counsel on the HR implications of business strategies, including organisational design, restructuring, and workforce planning. • Influence key business decisions with data-driven insights on talent, culture and HR
Recruitment and Talent Acquisition	• Oversee the end-to-end recruitment process to attract top talent • Develop recruitment strategies, and provide recruitment support as needed to create a candidate pipeline • Advise hiring managers of recruitment processes and provide recruitment guidance • Oversee candidate screening, interview processes and decision-making to ensure fair and equitable hiring practices • Build and maintain relationships with external recruitment agencies • Attend recruitment events, career fairs and networking opportunities to attract potential candidates	• Ensure timely and efficient hiring processes with an emphasis on quality hires • Develop pipelines of quality candidates through partnerships with external sources, focusing on long-term talent acquisition
Employee Relations and Engagement	• Foster a positive workplace culture and improve employee engagement • Implement employee engagement surveys and act on the results to improve morale and satisfaction • Manage employee relations issues and personal grievances and disputes • Conduct investigations into employee grievances, conflicts or complaints, ensuring compliance with THINK Hauora policies and requirement • Facilitate mediation sessions between employees and management to resolve disputes effectively. • Ensure consistent communication and employee engagement initiatives	• Increase employment engagement scores by fostering open communication, recognition programs and team-building activities • Provide support to leaders within the organisation on employment relations matters including disciplinary processes • Provide coaching and mentoring to internal staff in relation to HR matters • Resolve employee conflicts in a fair and timely manner • Develop channels for transparent two-way communication across all levels of the organisation

Performance Management	• Lead the design and execution of performance management systems • Train managers and employees on the performance appraisal process, ensuring it aligns with THINK Hauora goals and competencies • Ensure alignment between employee performance and organisational goals • Manage issues that relate to employee performance alongside managers	• Ensure employees undergo periodic performance appraisals with specific developmental feedback provided • Align individual performance objectives with business targets to drive accountability and results • Provide leaders with performance management support and coaching
Learning and Development	• Monitor internal training for all staff • Ensure that training plans are maintained for all staff aligned to clinical and non-clinical requirements and PDR identified and approved training • Have oversight of training frameworks, training completion and registers • Ensure there are onboarding and induction processes in place for all staff that support new staff to have a positive experience and that they have insight and understanding of the goals and objectives of the organisation • Champion and supports a culture of continuous improvement • Provide leadership and direction to support and promote a joined-up understanding of workforce development needs and opportunities for THINK Hauora and the primary health network • Support the network as required with L & D initiatives contributing to the network seeing value in what THINK Hauora does and achieves	• Training, onboarding and induction processes are in place and executed improving the employee value experience • Delivery against the plans is enabled by appropriate mechanisms to support collaboration across the organisation and the network • L & D systems and frameworks enable best practice, increasing equity and improved service delivery within THINK Hauora and across the network • External networks are engaged and supported to consider their future workforce requirements and are supported and encouraged to drive forward innovatively • THINK Hauora teams have agreed annual performance objectives that link to equity and quality improvement and reflect national, local, and service population priorities. • Key stakeholders (internal and external) are positive about new and existing workforce planning and L & D initiatives • Workforce development frameworks, policies, plans and programmes/projects that address current and future needs and opportunities
Health, Safety and Wellbeing	• Support leadership to drive an effective health, safety and wellbeing culture • Ensure people and culture systems, guidance and advice support health, safety and wellbeing objectives in relation • Keep up to date with legislative changes, ensuring knowledge is current and relevant at all times • Support worker wellbeing, engagement and participation initiatives • Co-ordinate return to work; health and safety induction and competency and training requirements	• Safety is part of THINK Hauora's DNA and is considered as part of everything we undertake • Specialist people and culture support and contributions for health and safety are co-ordinated and integrated

Health and Safety Management	• Ensure there is effective reporting to Board, subcommittees and SLT on critical and lead and lag indicators of health and safety risks including the effectiveness of control measures. • Ensure health and safety risk management processes are in place, remain effective and are monitored.	
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Payroll	• Ensure appropriate payroll systems that meet the needs of the organisation are in place • Oversee fortnightly payroll ensuring staff are paid correctly and on time • Ensure the availability of timely and accurate payroll data and reporting • Manage compliance with payroll and employment related legislation • Consider payroll and systems enhancements and initiatives that improve operational performance and effectiveness	• Staff are paid accurately and on time • Payroll reporting helps inform decision making • Payroll systems and processes are robust and effective
Compliance and Legal	• Ensure legal compliance of People and Culture systems, processes and procedures • Keep up to date with legislation and ensure THINK Hauora's policies and procedures reflect current legislation • Conduct internal audits of People and Culture processes to ensure compliance with legal and regulatory requirements • Manage risks by ensuring employee contracts, policies and documentation meet legal standards	• Maintain high levels of compliance with employment legislation and best practice
HR Projects and Change Management	• Lead organisational change initiatives • Manage HR aspects of mergers, restructures and transitions, including communication, role changes and redeployment • Support leadership in managing employee expectations and engagement during periods of organisational change • Oversee delivery of specific people related plans and programmes such as people strategies and plans	• Drive successful change management programs with minimal disruption to business operations • Deliver to people plans and strategies ensuring successful execution

Leadership	• Lead and foster a respectful, diverse, and inclusive workplace creating a shared vision for the success of THINK Hauora. • Lead the development and service delivery of the HR and L& D teams. • Lead change and be open to new information, readily adapting to changing conditions or unexpected challenges. • Lead and manage performance excellence across the HR and L & D teams • Lead and ensure services provided achieve excellence and equity of outcomes	• Lead and bring about strategic change, both from within and outside the organisation, to meet organisational goals. • Lead, design, and implement cutting edge programmes/processes. • Drive / encourage new ideas and innovation. • Analyse setbacks and actively seek feedback to strive for improvement. • Direct reports consistently meet role and performance expectations. • L & D and HR team understand their work programmes and how they will help the organisation to achieve its annual work plans and strategic goals • Annual appraisal and professional development plans are in place. • Inspire a commitment to excellence and success through passionate personal commitment. • Recognise & understand the value of diversity.
Professional and Self-Development	• Actively pursue learning and development opportunities that are relevant to role and organisational vision. • A commitment to continuous learning and staying abreast of local to national issues	• Demonstrates a commitment to continuous learning. • Has a personal development plan with goals relevant to role and organisations vision • Maintains own expertise and ensures own practice consistently meets all statutory guidelines, legislative and other requirements
Other Duties	Carry out other duties as requested by the GM Corporate Services	Readily performs activities that contribute to the role and the THINK Hauora strategy as requested and required
Health and Safety	• Ensure that work is completed in a safe environment, and report and work to eliminate, isolate or minimise any hazards • Participate in health and safety management practices for all employees, and apply the organisation's health and safety policies and procedures • Be able to demonstrate actions in an emergency situation that are specific to the workplace and are designed to keep individual safe.	• The organisation complies with its responsibilities under the Health and Safety at Work Act 2015 and any subsequent amendments or replacements legislation.

PERSONAL SPECIFICATIONS	
Qualifications	• Bachelor's degree in Human Resources (or equivalent) preferred • High level of practical application and understanding in human resources, employment relations, recruitment and demonstrates successful delivery of programmes of work
Essential	• Strategic thinker - formulates objectives and priorities, and implements plans consistent with the long-term interests of the organisation • Capitalises on opportunities and manages risks. • Demonstrate a thorough understanding of relevant legislation • Has contract and people negotiation and execution skills that focus on partnerships • Highly developed analytical skills • Ability to interpret and collate data to deliver organisational insights • Proven attention to detail and accuracy • Self-driven, self-managed and results oriented • Ability to exercise sound judgment and make evaluative decisions • Exceptional communication skills, can relate well to people • Works independently and makes evaluative people and business decisions • Strong presentation skills with the ability to take complex information/data and make it meaningful and understandable to non-financial people • Highly proficient user of other Microsoft Office products
Desirable	• Minimum of 5 years of experience in HR, with at least 3 years in a managerial role

EMPLOYEE ACCEPTANCE

This Position Description has been agreed between:

Management Representative (print then sign)

Date:

and

Employee (print then sign)

Date