

Position Description

Manager People, Culture & Capability

Mission

We walk with people across the generations to create together places to live, learn, and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

To lead Presbyterian Support Otago's (PSO's) People, Culture & Capability (PCC) function, ensuring our people strategy, systems and practices support our strategic direction, sustainable service delivery and a positive experience for our people.

The role leads organisational culture and capability development within the foundation of Ira Tangata – putting people and relationships at the heart of what we do.

Key areas of focus include:

- Leading the development of a restorative culture, including leadership and bicultural capability at every level, and enabling people to exercise positive influence within their areas of responsibility.
- Strengthening PSO's employer brand and our ability to attract, develop, engage and retain great people.
- Working in partnership with operational and practice leaders to strengthen workforce planning and organisational development, supporting service quality, safety and belonging.
- Ensuring people systems, policies and practices are effective, contemporary and aligned with PSO's strategic priorities.
- Supporting leaders to build capable, safe and effective teams, including strong health, safety and wellbeing practices and constructive relationships with our unions.

Primary Objectives

- Lead and deliver PSO's People & Capability strategy.
- Build organisational, leadership and workforce capability.
- Foster a culture of learning, continuous improvement, accountability and local ownership.
- Ensure effective people policies, systems and practices are in place to support organisational and legislative requirements.
- Provide strategic advice and support for organisational change, review and development.
- Build strong and constructive relationships with leaders, kaimahi, unions and other key stakeholders.
- Lead, develop and support kaimahi within areas of responsibility.
- Manage People & Capability budgets and provide accurate expenditure forecasting.

Accountability	Expected Outcomes / Key Performance Indicators
Leadership and Strategy	• Lead the people, culture and capability contribution to PSO's organisational strategy. • Lead the development of a restorative organisational culture, translating PSO's values and strategic aspirations into everyday leadership practice. • Ensure leaders have access to timely, accurate workforce information and insights, and provide strategic workforce analysis and advice to the Senior Leadership Team to support organisational decision-making. • Anticipate emerging workforce risks, opportunities and capability requirements and lead appropriate organisational responses.
People and Capability	• Lead the organisation in planning and implementation of people and capability initiatives. • Monitor people and capability-related costs against organisational impact. • Ensure there is a comprehensive range of initiatives and systems covering the kaimahi experience/employment cycle, including effective recruitment and induction systems, and appropriate exit processes.
Organisational Development and Change Management	• Lead organisational development initiatives that strengthen culture, leadership capability, engagement, performance and belonging. • Develop leadership and management capability across PSO, with particular emphasis on restorative leadership and effective people leadership. • Build approaches to talent, succession and capability development that strengthen PSO's future workforce. • Enable change through engagement, participation and effective implementation, building capability and ownership rather than dependency on PCC.
Relationship Building and Communication	• Develop and maintain effective relationships by responding to individual contexts and challenges and leading a service and support ethos within the PCC function. • Build effective relations with all stakeholders to fulfil PSO's Treaty obligations and cultural competence aspirations.
People Systems and Risk Management	• Establish simple, effective people policies, frameworks, systems and guidance that enable managers to meet their people management responsibilities and statutory requirements.

	• Ensure effective oversight of payroll processes so that kaimahi are paid accurately and on time, with appropriate controls, compliance, issue resolution and continuous improvement. • Ensure time and attendance systems and processes are simple, accurate and effective, supporting efficient payroll processing, timely workforce information for operational decision-making, and meaningful workforce insights for leaders. • Build manager capability and confidence to lead effective people processes, with clear accountability for people outcomes within their areas. • Identify and monitor emerging people risks, trends and opportunities, providing leaders with analysis, specialist advice and practical options to support informed decision-making. • Provide appropriate organisational oversight and reporting on significant people risks and compliance. • Provide remuneration frameworks, advice and guidance that support appropriate and consistent management decision-making.
Performance, Employment Relations and Conflict	• Build manager capability to address performance, conduct and workplace conflict early, fairly and constructively, using restorative approaches wherever appropriate. • Provide timely specialist advice, coaching and support for complex performance, disciplinary, grievance and employment relationship matters, while maintaining manager ownership of the process. • Ensure appropriate processes, documentation and specialist or legal advice are available where employment matters carry significant organisational risk. • Monitor themes and learning from employment matters and exit feedback to identify opportunities for organisational improvement.
Industrial Relations & Partnerships	• Lead PSO's employment and industrial relations approach, maintaining constructive relationships with unions and other relevant stakeholders. • Maintain current knowledge of employment legislation and emerging sector developments, ensuring PSO's frameworks and advice respond appropriately. • Lead preparation for and negotiation of Collective Employment Agreements in partnership with senior leadership and relevant PCC team members.

PCC Team Leadership	• Lead and develop a capable, collaborative and service-focused PCC team that enables leaders and managers across PSO to succeed. • Establish clear roles, priorities and accountabilities across the PCC function, ensuring resources are focused where they add greatest organisational value. • Build team capability and encourage effective delegation, professional growth, continuous improvement and shared learning. • Model the restorative, empowering and accountable leadership expected across PSO.
Expectations of all PSO Kaimahi	
Communications / Interpersonal relationships	• Develop and maintain positive and collegial relationships. • Communicate verbally and in writing, at a high standard, using language and approach that is relevant and appropriate to the audience.
Performance development and learning	• Engage proactively with the personal development and review process. • Establish personal and professional development goals and objectives. • Take responsibility for your own ongoing education and skills required in your role.
Continuous improvement	• Make recommendations for improvement to services, work practices and / or workflow.
Health and Safety <i>PSO is committed to achieving the highest level of health and safety for its kaimahi and everyone has health and safety responsibilities.</i>	• Actively support and comply with H&S policy and procedures. • Identify, report and where appropriate resolve issues that may cause harm to yourself or others in the organisation. • Contribute to a safe workplace by raising concerns early with your colleagues, thanking those that raise concerns with you and speaking up when you notice something that might lead to abuse or neglect of those in our care. • Work safely and actively participate in health and safety programmes in your work area. • Report all accidents or potential hazards to your direct line manager.
Te Tiriti O Waitangi / The Treaty of Waitangi <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i>	• Give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.

Relationships	
Reports to: CEO	Direct Reports: (5-8) PCC Team Health & Safety Team Payroll Team
Internal Relationships: Senior Leadership Team PCC Team Enliven Managers Family Works Managers All kaimahi	External Relationships: Employers Association Unions PSNZ Peer PCC Leads HRNZ ACC
Person Specifications	
Qualifications/Skills • Relevant tertiary degree or work experience. • Post-graduate study in a Human Resources related field desirable. Experience/ Knowledge • 3+ years of experience in senior HR leadership, including industrial and employment relations, capability building, change management and Health and Safety. • Experience in organisational development and strategy implementation. • Experience in a NFP (Not-For-Profit) organisation is desirable, with an understanding of the complexities that exist in the health and welfare sectors preferable. • Understanding and experience in New Zealand Health & Safety. • Familiarity with New Zealand employment-related legislation. Personal Qualities • Strong customer-service ethos. • Enthusiastic with a positive “can-do” attitude. • Resilient, collaborative and improvement focused. • Proven interpersonal skills, being able to relate to people, communicate at all levels of the organisation and negotiate change. • Excellent problem-solver/improvement facilitator. • Professional and ethical – able to maintain confidentiality. • Highly self-motivated, directed, flexible and well organised. • Keen attention to detail and accuracy. • Able to effectively prioritise and execute tasks under pressure. • Active contributor to a team-oriented, collaborative and loyal environment. • Empowering and encouraging leadership style. Physical Requirements This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing, balancing, crouching, squatting and other reaching.	

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and ongoing support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

