

Job Description – People and Culture Business Partner

MASH Trust is an innovative provider of mental health and disability support services based in Palmerston North, supporting 2,000+ people and whānau each year.

Our services are offered through day programmes, support within MASH homes, and support in the community.

We operate throughout the lower North Island in Wellington, Kapiti, Horowhenua, Manawatu, Whanganui, and Hawkes Bay.

MASH Trust Mission & Values

Our Mission: Working together to achieve great lives.

Our Values

- Relationships – Build open relationships based on honesty and respect
- Communication – Communicate with an open mind and heart
- Mana – Recognise and promote the mana and strengths of the individual
- Opportunities – Take opportunities to learn and grow together
- Believe – Believe that together we will make a difference
- Fun – Make fun a goal

Overview

Reports To:	People and Culture Business Partner Lead
Direct Reports:	Nil
Location:	Palmerston North (with travel across the lower North Island as required)
Hours:	Full-time (80 hours per fortnight), or as otherwise agreed
Delegations:	Tier 4 – In accordance with current delegations' policy

Role Purpose

The purpose of the People and Culture Business Partner role is to work alongside leaders as a trusted adviser, providing practical people advice, coaching and support that helps them lead their teams well and make sound employment and workforce decisions.

The role supports leaders across the employee lifecycle, with a strong focus on employment relations, performance, workforce planning and people-related change. It also contributes to broader People and Culture initiatives, continuous improvement and the use of people information to support organisational decision-making.

A key part of the role is building leader capability so that people matters are managed effectively, at the right level, and with appropriate advice, challenge and escalation where required.

The People and Culture Business Partner is expected to work in accordance with MASH values and Te Tiriti o Waitangi principles.

Key Relationships

All MASH Trust staff have a responsibility for managing relationships in some or all the key sectors we work within. In this role, the key relationships to be developed include:

Internal:

- People and Culture Business Partner Lead, Chief People Officer, Chief Executive, The MASH Board and Sub-Committees, Executive Leadership Team (ELT), Senior Leaders, MASH managers and staff

External:

- Funders including but not limited to (Te Whatu Ora, Whaikaha (Ministry for Disabled People), Oranga Tamariki, Corrections, Local Authorities), the people we support, family/whānau and tangata whenua, iwi partners, primary & community health teams, related Health and Disability Service Providers, contractors, and suppliers, as needed

Key Areas of Responsibility

Key Area of Responsibility	Tasks	Performance Measures
Business partnering and leader support	Build trusted and effective working relationships with leaders across the allocated portfolio. Develop a strong understanding of the operational environment, workforce needs and priorities of the areas supported. Provide practical, timely and solutions-focused People and Culture advice. Coach and support leaders to build their confidence and capability in	Leaders experience the Business Partner relationship as responsive, credible, practical and adding value. Advice and support enables leaders to make sound people decisions and manage their teams effectively. People matters are addressed at the appropriate level and in a timely way. Leader capability and confidence in managing people improves over time.

Key Area of Responsibility	Tasks	Performance Measures
	managing people, performance and team issues. Provide appropriate challenge and support leaders to identify and address people issues early. Work collaboratively across the People and Culture team and other enabling functions to provide coordinated support.	
Employment Relations	Provide advice, coaching and guidance to leaders across the employment relationship, including performance, conduct, attendance, complaints, health-related employment matters and working relationship issues. Support leaders to resolve employment matters early and at the lowest appropriate level wherever possible. Guide leaders through formal employment processes where required, ensuring fair and reasonable process and compliance with legislation, employment agreements, MASH policies and good faith obligations. Support leaders to understand employment risk and make sound and appropriately documented decisions. Ensure managers retain responsibility for managing their employees and making employment decisions, while providing the advice and support they need to do so effectively. Escalate complex, sensitive, high-risk or precedent-setting matters to the People and Culture Business Partner Lead or Chief People Officer, as appropriate.	Employment relations matters are managed fairly, appropriately and in a timely manner. Leaders understand and fulfil their responsibilities in managing the employment relationship. Issues are resolved at the lowest appropriate level wherever possible. Formal processes demonstrate sound process and appropriate documentation. Significant employment risk is identified and escalated appropriately.

Key Area of Responsibility	Tasks	Performance Measures
Workforce planning and people insights	Support leaders to understand and plan for current and future workforce requirements. Contribute to workforce establishment management, organisational design and workforce planning within allocated portfolios. Use people and workforce information to identify trends, pressures, risks and opportunities and support informed decision-making. Help leaders interpret and use relevant workforce information within their areas of responsibility. Contribute to enterprise workforce planning and workforce management activities led by the People and Culture Business Partner Lead or Chief People Officer.	Workforce decisions are informed by reliable information and operational requirements. Workforce pressures, risks and emerging issues are identified early. Leaders have appropriate visibility of their workforce and establishment. People and workforce information contributes to better planning and decision-making.
People initiatives and continuous improvement	Contribute to People and Culture initiatives across areas such as leadership, performance, organisational development, culture and change. Support leaders to implement organisational and workforce change effectively. Contribute to the development and improvement of People and Culture policies, processes, systems, tools and guidance. Identify recurring people issues and opportunities to improve organisational practice, consistency and efficiency. Support the effective use of People and Culture systems and tools.	People and Culture initiatives are implemented effectively within allocated portfolios. Leaders are supported to manage the people impacts of change. Policies, processes, systems and tools are practical and fit for purpose. Operational experience and recurring issues inform continuous improvement. Improvements in consistency, responsiveness and effectiveness can be demonstrated.

Key Area of Responsibility	Tasks	Performance Measures
	Share knowledge and learning across the Business Partnering team and wider People and Culture function.	
Organisational responsibilities	Identify and escalate significant people, workforce and organisational risks. Contribute to a positive, inclusive, safe and values-aligned organisational culture. Consider employee wellbeing, safe work and sustainable work design when providing people advice. Maintain confidentiality and protect employee information in accordance with privacy requirements. Build effective internal and external relationships relevant to the role and represent MASH professionally. Work in accordance with MASH policies, procedures, Health and Safety requirements and expected standards of conduct. Undertake other duties reasonably associated with the role.	People-related risks are identified and managed or escalated appropriately. Advice and actions support safe, sustainable and values-aligned people practices. Confidentiality and privacy requirements are maintained. Stakeholder relationships are positive and professional. Understanding of Te Tiriti o Waitangi and its relevance to the role is demonstrated. The role contributes positively to culturally responsive and inclusive organisational practice.
Te Tiriti o Waitangi & Cultural Competence	Demonstrate commitment to honouring Te Tiriti o Waitangi. All staff are expected to support better health outcomes for Māori by working in partnership with Māori, respecting Māori leadership and perspectives, and helping to create a culturally safe environment. This includes learning about Te Tiriti, understanding its relevance to our work, and making sure Māori voices and needs are included in our decisions and services.	Understanding of Te Tiriti o Waitangi and its relevance to the role can be demonstrated. People practices support equity, cultural safety and positive outcomes for kaimahi and whānau Māori. The role contributes positively to culturally responsive and inclusive organisational practice.

Travel

Travel to MASH sites across the lower North Island may be required (occasionally with overnight stays).

Person Specifications

Core Competencies

- **Decision quality:** Makes sound and timely judgements using analysis, experience and appropriate professional judgement.
- **Business insight:** Understands organisational drivers, operational context and workforce issues and applies this understanding to People and Culture advice.
- **Customer focus:** Builds practical solutions that respond to organisational and leader needs while sustaining effective relationships.
- **Accountability:** Takes ownership of work, follows through on commitments and maintains appropriate standards of quality and delivery.
- **Build effective relationships and networks:** Builds trusted relationships across teams and levels and works collaboratively with others.
- **Communication:** Communicates clearly and appropriately for the audience, listens actively and enables constructive dialogue.
- **Trust and integrity:** Keeps commitments, acts consistently, maintains confidentiality and demonstrates sound professional judgement.
- **Adaptability:** Reads context, adjusts approach and works effectively in a changing environment.

Experience & Skills:

- A minimum of five years' Human Resources generalist experience, including experience at business partnering level.
- Sound working knowledge of New Zealand employment legislation and employment relations practice.
- Strong practical employment relations experience and the ability to advise and support leaders through complex people matters.
- Experience coaching, advising and building the capability of managers and leaders.
- Proven ability to build trusted and effective working relationships with people at different levels and from a range of backgrounds.
- Sound judgement, problem-solving and the ability to balance operational needs, employee considerations and organisational risk.
- Experience in workforce planning and using people information to support decision-making.
- Experience contributing to organisational change and People and Culture initiatives.
- Strong written, verbal and interpersonal communication skills.
- Ability to work independently, manage competing priorities and use initiative appropriately.
- Commitment to continuous improvement and practical, solutions-focused ways of working.
- Understanding of Te Tiriti o Waitangi and culturally safe practice.

Qualifications & Other Requirements:

- Relevant tertiary qualification in Human Resource Management or a related field.
- Good digital capability, including Microsoft applications and People and Culture systems.
- Able to work effectively within a complex and changing organisational environment.

- Commitment to equity, inclusion and culturally safe practice.
- Flexibility to work across multiple locations as required.
- Full, clean New Zealand driver licence.

Acknowledgement

The information contained in this job description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. Duties may change following discussion with the role holder.

Employee Acknowledgement

I confirm that I have received, read, and understood the job description for my role. I understand the responsibilities, expectations, and requirements outlined, and I have had the opportunity to ask questions about any parts that needed clarification.

Employee Name: _____

Signature: _____

Date: _____