

Position Description

Position title:	**Senior People & Culture Business Partner**	**Date:**	August 2026
Reports to:	Head of People & Culture Business Partnering	**Department:**	People & Culture
Number of reports:	Direct: 0	**Location:**	National Support Office
Delegated financial authority:	N/A	**Budget ownership:**	No
Level of influence:	**Leading self** Leading others Leading leaders Leading the Organisation		

Our Organisation

At Southern Cross Healthcare, our vision is to help people live their best lives by reimagining healthcare. Across our nationwide network, we combine the skills of more than 4,000 people including nurses and anaesthetic technicians, working with specialists, surgeons, anaesthetists, and allied health practitioners.

As New Zealand's largest private provider of healthcare, our strong "for purpose ethos" and through being recognised as one of New Zealand's leading and most trusted brands, we are poised to amplify the delivery of healthcare services like no other.

Vision	Purpose
Our vision is for what we aspire. **To help people live their best lives by reimagining healthcare.**	Our purpose is why we exist. **To advance the provision of quality healthcare in Aotearoa New Zealand.**

Values and Behaviours

Care First: Care is at our heart. It's the foundation of who we are and how we approach our mahi. Through genuine manaakitanga, we deliver a quality of care that makes healthcare more human.

Better Together: Our strength comes from connection and collaboration – we bring together our diverse skills, perspectives, and experiences in the spirit of partnership and kotahitanga. We all play our part creating better outcomes for everyone.

Pursue Excellence: Every day brings a new opportunity to improve, innovate, and excel. We don't settle for 'good enough'. We're here to do our best work, delivering our best care for the people and communities we serve.

Role Purpose

Provide both strategic and operational people and culture support to senior leaders (Executive Team Leaders, Senior Leaders and General Managers) within an allocated portfolio, with a focus on cultivating a high-performance culture and fostering an engaged workforce. Collaborate closely with key stakeholders to align people strategies with achieving business objectives and outcomes, offering expert advice and guidance to drive organisational success. Develop and implement programs to attract, nurture, and retain top talent, while enhancing the overall employee experience.

Key Relationships

Internal

- General Managers (Hospitals & Joint Ventures)
- Senior Leaders
- Clinical teams
- Executive Leadership team
- National Support Office functions
- Employees
- People & Culture Team
- Clinical Directorate

External

- Employment Law specialists
- Unions
- Professional bodies
- Recruitment agencies and suppliers
- Third party contractors/suppliers

Key Accountabilities

Operational Excellence

- Facilitate the development of a high-performance culture through coaching leaders.
- Provide, and be accountable for, specialist knowledge, expertise, advice and assistance to senior leaders and their teams on people related decisions across all areas of people and culture.
- Educate and coach our managers on HR best practices, current trends and innovations.
- Deliver successful recruitment campaigns, owning the end-to-end recruitment process to recruit top talent from the market.
- Responsible for delivering core people processes across relevant client groups, such as remuneration reviews.
- Identify and resolve escalated employment relationship issues.
- Operate within and compliant with employment and immigration law and other relevant legislation pertaining to Employment Relations and business needs, as well as complying with appropriate policies, processes and procedures.
- Where appropriate, negotiate with external suppliers (recruitment agencies, contractors, providers) to ensure the organisation receives best value and return on investment.

Strategic Partnership

- Partner with and support Senior Leaders and their teams across all areas of people and culture from a strategic and operational perspective.
- Support the development and implementation of each Function/Hospital People Plan.
- Contribute to planning and decision making within the People & Culture team to ensure we continue to provide effective and efficient services.
- Ensure process improvement, where relevant, is designed, introduced and implemented to enable best practice ways of working going forward.

- Build leaders capability to support high engagement, performance and capability with their people and teams.
- Contribute to the evolution of our attraction and retention strategy, ensuring issues facing the organisation related to attracting and retaining talent is proactively addressed.
- Implement recruitment and workforce planning strategies to address gaps in skills, knowledge and experience.
- Design, facilitate and manage organisational change and re-organisational processes in a consistent and fair manner, aligned with the strategic direction to achieve organisation outcomes.

Project Management

- Participate in and lead the successful delivery of organisation-wide people and performance strategic initiatives and projects, including people metrics, learning and development, talent and capability, Employee Value Proposition and Employee Engagement Surveys.
- Where required, provide end-to-end project delivery and/or provide project needs analysis, business case, implementation etc.

Leadership

- Incorporate our values in everyday practice and within the learning and development framework
- Act appropriately when faced with unexpected responses, confrontation or other crisis situations
- Establish, maintain and role model effective interpersonal relationships with others
- Mentor managers on employee development best practices
- Partner with leaders to develop people strategies i.e. performance, capability and succession.
- Provide support and guidance to the HR Advisors

Professional Responsibility

- Accept responsibility for ensuring that practice, conduct and ER activities meet the standards of the professional, ethical and relevant legislated requirements
- Keep up to date with ER best practice, relevant legislation, policies and processes to ensure that all aspects of our work where relevant meet statutory and other requirements
- Consistently maintain standards of honesty, integrity and reliability
- Reflect on one's own personal skills and performance to identify both strengths and development needs

Health, Safety and Wellbeing

- All employees are responsible for complying with health and safety policies and procedures.
- You are responsible for your own health and safety while at work and ensuring that your actions or inactions do not put others at risk.
- Identify, report and self-manage hazards where appropriate.
- Ensure that you complete early and accurate reporting of incidents at work.
- Participate and co-operate for shared health and safety responsibilities
- Actively participate where improvements to health and safety at SCHL can be made

Commitment to the principles of Te Tiriti o Waitangi

- Demonstrate awareness and understanding of Te Tiriti o Waitangi obligations through manaakitanga (respect) and kawa whakaruruhau (cultural safety) as evidenced in interpersonal relationships.

Commitment to Diversity, Equity and Inclusion (DEI)

- Honour diversity by acknowledging and respecting others' spiritual beliefs, cultural practices and lifestyle choices as evidenced in interpersonal relationships.
- Seek opportunities to include diversity, equity and inclusion practices in everyday work.

Commitment to Environment, Social and Governance (ESG)

- Engage in sustainable practices whenever possible. Try to reduce the environmental impact of your work and take an active role to initiate change to meet Southern Cross' ESG (Environmental, Social and Governance) commitments.
- Actively engage to improve your knowledge regarding sustainable practices whenever possible.

Role Requirements

Experience and skills required:

- 10 years + experience in an HR Business Partnering or equivalent role.
- Strong experience supporting organisations through change initiatives and transformation, including restructuring, and culture shifts.
- Experience in assessing business challenges and working on solutions aligned to deliver those long-term business goals.
- Extensive experience in working in matrix reporting line environments.
- Strong commercial acumen.
- Experience working with, and influencing leaders and leadership teams that report into Boards of Directors and within organisations.
- Experience within the Healthcare or related sectors desirable
- Expertise in managing employee relations issues, resolving conflicts, and ensuring a positive work environment.
- Strong communication skills and ability to communicate complex information in a clear and concise manner.
- Curiosity and a proactive approach to problem solving.
- Strong interpersonal skills to build and maintain relationships with senior leadership, managers, and employees.
- Experience coaching managers and leaders on people management, performance issues, and leadership development.
- Ability to influence and gain buy-in from key stakeholders during times of change.
- Strong critical thinking skills to solve complex people and organisational issues.

Education and qualifications required:

- Undergraduate or tertiary qualification in Business Administration, Human Resources, Finance, Psychology, or a related field - preferred.
- Minimum of 10 years' experience working in Human Resources in a Business Partner role

• Ability to handle difficult conversations and resolve conflicts between teams or individuals.	

Leadership Attributes	
Human Centred Leadership • Empathy • Adaptability • Connection **Performance Coach** • Accountability • Engagement • Collaboration	**Change Enabler** • Execution • Energy • Contribution