Job Description – People and Culture Advisor

MASH Trust is an innovative provider of mental health and disability support services based in Palmerston North, supporting more than 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 Hawke's 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 5 – In accordance with current delegations policy

Role Purpose

The purpose of the People and Culture Adviser role is to provide effective operational HR support to the People and Culture Business Partnering team, contributing to the timely and consistent delivery of people services across MASH.

The role provides practical advice and support on routine employment matters, coordinates employment processes and documentation, and maintains accurate people records and systems. Working closely with Business Partners, the Adviser supports employment relations processes, workforce administration and the implementation of People and Culture initiatives.

The role contributes to effective people management by ensuring leaders and Business Partners have access to reliable information, well-managed processes and timely operational support.

Key Relationships

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

Internal:

- People and Culture Business Partner Lead, People and Culture Business Partners, 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 and community health teams, related Health and Disability Service Providers, contractors and suppliers, as needed

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Key Areas of Responsibility

Key Area of Responsibility	Tasks	Performance Measures
Stakeholder relationships	Build effective working relationships with Business Partners, leaders and other internal stakeholders. Provide timely, practical advice and assistance to leaders on routine HR matters, referring matters requiring specialist advice to the appropriate Business Partner. Work closely with Business Partners to understand operational priorities	Working relationships are professional, constructive and support effective service delivery. Routine enquiries are responded to accurately and promptly, with appropriate escalation. Business Partners receive reliable and timely operational support aligned with agreed priorities.

Key Area of Responsibility	Tasks	Performance Measures
	and provide the support needed to meet them. Support clear communication and coordination between leaders, Business Partners and other relevant teams on employment matters.	Communication is clear, accurate and timely, with agreed actions followed through.
Employment & Industrial Relations	Provide practical advice to managers on routine employment relations enquiries, including the application of MASH policies, employment agreements and employment procedures. Provide operational support for employment relations matters as directed by the Business Partners, including preparing documentation, coordinating processes and following up agreed actions. Support the administration and implementation of collective employment agreements, including documentation, information management and bargaining preparation. Maintain accurate and confidential employment relations records, correspondence and case information.	Advice is accurate, timely and consistent with MASH requirements, with matters outside the Adviser's scope referred to a Business Partner. Employment relations processes are supported accurately, promptly and in accordance with agreed requirements. Collective agreement requirements are administered accurately and relevant information is maintained and readily available. Records are complete, accurate, up to date and maintained in accordance with MASH requirements.

Key Area of Responsibility	Tasks	Performance Measures
Performance Management and Improvement	Provide practical advice and guidance to managers on routine performance management matters, including setting expectations, providing feedback, addressing concerns early and maintaining appropriate records. Support formal performance management processes as directed by Business Partners, including preparing documentation, coordinating meetings and following up agreed actions. Assist with maintaining and improving performance management documentation, templates and processes.	Managers receive timely, accurate and practical advice that supports effective performance management. Performance management processes are supported accurately, promptly and in accordance with agreed requirements. Documentation and processes are accurate, current and support consistent practice across MASH.
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.	Assigned activities contribute to the effective implementation of People and Culture initiatives. Business Partners and leaders receive timely operational support during organisational and workforce 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.
Employment Contracts and Documentation	Prepare and process employment agreements, variations and other employment documentation,	Employment documentation is accurate, complete and processed within required timeframes.

Key Area of Responsibility	Tasks	Performance Measures
	ensuring accuracy and compliance with MASH requirements. Maintain employee records and employment information in MASH's people systems, ensuring information is accurate, current and appropriately managed. Coordinate employment administration processes, including new appointments, changes to employment arrangements and employee departures, working with relevant teams as required. Provide routine advice and guidance to managers and employees on employment documentation, terms and conditions, referring complex matters to Business Partners. Identify opportunities to improve employment administration processes, documentation and systems.	Employee records and system information are accurate, up to date and maintained in accordance with privacy and recordkeeping requirements. Employment changes are processed efficiently, with accurate information provided to relevant teams in a timely manner. Enquiries are responded to accurately and promptly, with appropriate referral of matters requiring specialist advice. Improvements are identified and contribute to more efficient, consistent and reliable HR processes.
Leave Management and Return to Work	Provide advice and operational support to managers on the management of employee leave, ensuring consistency with MASH policies, employment agreements and legislative requirements. Coordinate and support return-to-work programmes, working with managers, employees and other relevant parties to facilitate appropriate arrangements. Support Business Partners with complex leave and medical incapacity matters as directed, including	Leave matters are managed accurately, consistently and in accordance with relevant requirements. Return-to-work programmes are coordinated effectively, with appropriate documentation, communication and follow-up. Complex matters are supported promptly, with accurate documentation and appropriate escalation.

Key Area of Responsibility	Tasks	Performance Measures
	coordinating information, documentation and processes.	
Organisational responsibilities	Demonstrate MASH values and contribute to a positive, respectful and inclusive workplace culture. Comply with MASH policies, procedures, legislative requirements and relevant professional standards. Identify and report risks, incidents and concerns, contributing to a safe and healthy working environment. Maintain confidentiality, privacy and appropriate information security in all aspects of work. Work collaboratively with colleagues and contribute to team effectiveness and organisational improvement.	Behaviour and working relationships consistently reflect MASH values and expectations. Work is undertaken in accordance with organisational and legislative requirements. Risks and concerns are identified, reported and addressed in accordance with MASH requirements. Personal and organisational information is managed securely and in accordance with privacy requirements. Demonstrates effective teamwork, accountability and a willingness to contribute to improvements.
Te Tiriti o Waitangi & Cultural Competence	Demonstrate an understanding of Te Tiriti o Waitangi and apply its principles in day-to-day work and interactions. Contribute to culturally safe, respectful and inclusive People and Culture practices, recognising the diverse needs of employees and whānau. Support the implementation of People and Culture initiatives that strengthen equity, inclusion and cultural responsiveness.	Work practices and interactions reflect MASH's commitment to Te Tiriti o Waitangi. Advice, communication and operational processes demonstrate cultural awareness and respect for diversity. Agreed initiatives are supported and implemented in accordance with organisational expectations.

Person Specifications

Competencies

- **Decision making quality:** Makes sound, timely decisions on routine matters, using available information and recognising when advice or escalation is required.
- **Business insight:** Understands MASH's operational environment and how effective People and Culture processes support managers, employees and service delivery.
- **Customer focus:** Provides responsive, practical and reliable support that meets the needs of managers, employees and the People and Culture team.
- **Accountability:** Takes ownership of assigned work, follows through on commitments and maintains high standards of accuracy, quality and timeliness.
- **Build effective relationships and networks:** Develops positive working relationships and collaborates effectively with colleagues, managers and other stakeholders.
- **Communication:** Communicates clearly and professionally, listens actively and ensures information and documentation are accurate and understood.
- **Trust and integrity:** Maintains confidentiality, handles sensitive information appropriately and acts consistently with organisational values and professional expectations.
- **Adaptability:** Responds constructively to changing priorities, learns new processes and systems, and contributes to improvements in ways of working.

Experience & Skills:

- Preferably 2 years' Human Resources generalist experience, including experience at an HR administrator or coordinator level.
- Sound working knowledge of New Zealand employment legislation and employment relations practices.
- Experience providing advice and coaching.
- Preferably some experience in advising and building the capability of leaders and staff.
- Proven ability to build trusted and effective working relationships with people at different levels and from a range of backgrounds.
- Good judgement, ability to problem-solve and understand operational needs, employee considerations and organisational risk.
- Strong written, verbal and interpersonal communication skills.
- Ability to work independently, manage competing priorities and follow instructions.
- Ability to work collaboratively in a team.
- Commitment to continuous improvement and practical, solutions-focused ways of working.
- Strong attention to detail and accurate document and records management practices.
- Understanding of Te Tiriti o Waitangi and culturally safe practice.
- Experience using HR information systems and maintaining accurate employment records and documentation.
- Ability to identify opportunities to improve administrative processes and contribute to more efficient ways of working.

Qualifications & Other Requirements:

- A relevant tertiary qualification in Human Resource Management or a related field is preferred.
- Strong 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 and travel as required.
- Must have a full New Zealand driver's licence.

Acknowledgement

This job description outlines the nature and level of work to be performed. It is not an exhaustive list of the responsibilities, duties or skills required, and duties may change following discussion with the role holder.

Employee Acknowledgement

I confirm that I have received, read and understood this job description. I understand the responsibilities, expectations and requirements, and I have had the opportunity to ask questions.

Employee Name: _____

Signature: _____

Date: _____