TOI-OHOMAI
Institute of Technology

People and Culture Advisor

Kaupapa | Purpose

Enable effective, customer centred and bicultural People and Safety delivery by providing first level people advisory, coordination and operational support across allocated portfolios. Working collaboratively across the People and Safety team, the role strengthens consistent practice, positive kaimahi experience, and reliable systems and processes

The People Advisor contributes to high-quality, values-based services across the kaimahi lifecycle, including recruitment, onboarding, employment documentation, systems support, and workforce processes, ensuring they are delivered consistently, accurately and in line with legislative and organisational requirements.

Reports to: Head of People and Safety

Team: People, Culture and Wellbeing

Ngā mahi | Do

Generalist People Advisory and Support

- Manage People and Culture enquiries, triaging requests and providing first-level advice, guidance and support across a range of people matters including recruitment, onboarding, employment conditions, performance, wellbeing, absence management, change processes and legislative compliance.
- Prepare employment agreements, variations and other HR documentation for allocated portfolios, ensuring accuracy, timeliness and compliance.
- Support capability building activities for allocated portfolios by providing clear guidance, templates and process support to leaders and kaimahi.
- Provide responsive, customer centred support to kaimahi and leaders through clear communication and timely service for allocated portfolios.
- Actively collaborate across People, Culture and Wellbeing to ensure aligned, integrated delivery and a seamless customer experience.
- Maintain a strong presence across Toi Ohomai sites and within the office environment to support visibility, relationship building and access to support.
- Participate in shared PCW priorities, support cross-functional work during peak periods, and uphold separation of duties, quality controls and compliance expectations.
- Provide administrative and coordination support for the People and Safety team as required by the Head of People and Safety.

Programmes, Projects and Continuous Improvement

- Contribute to the design, implementation and continuous improvement of People and Culture frameworks, policies, procedures and initiatives.
- Support the delivery of organisational people programmes and projects across areas such as recruitment, onboarding, wellbeing, learning and development, workforce planning, performance and engagement.
- Assist with consultation, communication, documentation and implementation activities associated with People and Culture initiatives.
- Participate in the review and enhancement of systems, processes and services to improve effectiveness and customer experience.
- Provide reporting, data collection and administrative support to inform decision making and programme evaluation as required.

Demonstrate commitment to:

Ākonga at the center through ensuring positive outcomes for ākonga in all aspects of their learning journey.

Te Tiriti o Waitangi and Māori Success by positively championing and contributing to the success of partnerships with Iwi, Hapū and Mana Whenua, honoring Te Tiriti o Waitangi to uplift Māori success.

Equity by identifying and removing barriers to participation and achievement, and fostering inclusive, culturally responsive environments where all ākonga and kaimahi can thrive.

Vocational Education Excellence through building responsive provision and services to meet the needs of ākonga, and stakeholders and to enable future sustainability.

Pūkenga | Have

Minimum degree level qualification in Human Resources or a related field, or the equivalent body of knowledge gained through experience.

Experience in generalist HR coordination or advisory roles within a medium or large organisation, with exposure across the employee lifecycle.

Knowledge of HR processes including recruitment, onboarding, employment documentation, wellbeing practice, and first level employment relations and performance support.

Evidence of ongoing professional development that enhances knowledge and practice relevant to the position

Experience using HRIS, recruitment systems and wellbeing or support platforms, with strong digital capability and attention to detail.

Strong organisational, planning and coordination skills, able to manage shifting priorities across wellbeing, generalist HR and recruitment workstreams.

Experience in payroll administration (preferred, not essential)

Excellent communication and interpersonal skills, with the ability to build trust, support leaders, and provide clear, accurate HR advice.

Ability to maintain high data integrity, apply quality controls and manage sensitive or confidential information appropriately—especially across payroll and HR systems.

Excellent interpersonal skills; able to facilitate, influence and collaborate across the team and the wider organisation.

Experience in supporting the inclusion of Te Tiriti o Waitangi practices in a workplace setting

Experience in supporting and advocating the use of te reo Māori, tikanga and mātauranga Māori in the workplace

Demonstrated practice in advocating and supporting approaches that promote equity.

Waiaro| Be

At Toi Ohomai, Toiohomaitanga describes our way of doing and being. It reflects how we care for each other, work together, and uphold our shared purpose. These behaviours apply to all kaimahi, with expectations scaled to the nature and level of each role. They guide how we show up in our mahi, contribute to our collective success, and reflect our commitment to Ā mātou uara | Our values in everyday practice.

Ako: Demonstrates curiosity and a commitment to continuous learning. Applies new knowledge to improve practice and outcomes and actively contributes to a culture of shared growth. This supports toitūtanga by sustaining excellence and adaptability over time.

Authentic and Inclusive: Fosters inclusive environments where people feel safe, respected, and able to be themselves. Actively includes diverse perspectives, addresses inequities, and supports others to thrive. These behaviours reflect manaakitanga through care, generosity, and upholding the dignity of all.

Connected: Builds and maintains strong, trusting relationships across teams and communities. Fosters cross-functional collaboration by sharing knowledge, aligning efforts, and supporting others to achieve shared goals. Communicates with empathy and respect, contributing to a shared sense of purpose. This strengthens whanaungatanga by nurturing meaningful connections and collective wellbeing.

Innovative and impactful: Identifies opportunities to improve and applies evidence, creativity, and courage to drive meaningful change. Uses data and insights to inform decisions, challenge the status quo, and focus on outcomes that matter for ākonga, kaimahi, and communities. These behaviours reflect kotahitanga, recognising that lasting improvement is strengthened through collaboration and shared purpose.

Engaged: Actively participates in Toi Ohomai initiatives that advance our vision. Shares knowledge, supports others, and contributes to a positive, forward-focused culture. This is how we can live kotahitanga, working together with unity and purpose.

Self-aware: Demonstrates humility, reflection, and openness to feedback. Understands the impact of their actions and takes responsibility for creating conditions where others can thrive. This reflects toitūtanga through thoughtful and courageous practice that supports respectful relationships and sustainable ways of working.

Ngā Hononga Mahi | Working relationships

Internal: People, Culture and Wellbeing team, leaders, managers and kaimahi

External: Suppliers (as required), external networks, unions

Resource delegations and responsibilities:

Financial: Nil

People: Nil