



Good governance for a strong
Aotearoa New Zealand

Senior People & Culture Business Partner Position Description | He Kōrero Mo Te Tūranga

Reports to:

General Manager People & Governance Services

Location:

Institute of Directors, Wellington

Job dimension:

Full-time / Permanent

Direct reports:

Nil

About us | Mō mātou

The Institute of Directors is the professional body for directors and is at the heart of Aotearoa New Zealand's governance community. We believe good governance has the power to positively transform organisations, businesses and communities. We enable directors by connecting them through our 10,500 strong member network; supporting professional development and board effectiveness through our training and services; and research, advocacy and thought leadership that sets and improves the standards of governance.

Our values | Ā mātou uara

Māiatanga | Courage

We are bold and have the courage to do the right thing

Manaakitanga | Support

We are welcoming and show respect for each other

Whakatautetanga | Individual

We respect the value each individual brings

Kaitiakiatanga | Stewardship

We take responsibility of care

He pukenga wai | Learners for Life

We are learners for life and seek to share our knowledge

Role purpose | Te aronga o te tūranga

The Senior People & Culture Business Partner leads by example and contributes to a dynamic, high-performing and 'one team' focused on outcomes, impact, and creating value for our members and customers.

This vital role is a strategic and hands-on business-partnering role, spanning the full employee lifecycle.

It shapes decision making, aligns people initiatives to strategy, and provides expert advice supporting the organisation to navigate change and challenges and create collaborative and high-performing teams. This role also leads and delivers programmes across talent management, performance, reward, wellbeing and engagement, payroll and people systems and technology.

With the support of a part-time coordinator, the Senior People & Culture Business Partner ensures our processes and systems are effective and compliant, while data-driven thinking, and organisational and human-centred insight drives innovation, performance and engagement.

Key responsibilities | Ngā haepapa matua

Business partnering

Enable a values-led, high-performance culture and people strategy that is aligned to organisational priorities:

- Builds trusted relationships with leaders, acting as a coach and sounding board on team dynamics, leadership practices and culture.
- Provides pragmatic, timely advice across the employee lifecycle (attraction, onboarding, development, engagement, performance, change and exit), balancing risk, care and commercial outcomes.
- Leads workforce planning conversations, supporting leaders with role design, capability requirements, succession and resourcing plans.
- Translates organisational strategy into practical people plans and interventions (e.g., operating model, team effectiveness, leadership development, skills uplift).
- Uses data and insights (e.g., engagement, turnover, performance, survey feedback etc) to identify themes, recommend actions, and track impact.
- Influences and supports leaders through change, including consultation, communications, transition planning and capability building.
- Ensures people practices are consistent, fair and culturally responsive, modelling confidentiality, professionalism and the IoD's values.

Employee engagement

Leads the design, adaptation and improvement of the employee experience, creating high-value and memorable touchpoints that support organisational culture, engagement and performance including:

- Key staff events including the mid-year all staff hui, end of year celebration, and employee recognition programme, Ngā Tohu Kairangi.
- Engagement surveys including communications, analysis and reporting, and action planning
- People and Culture communications, including news, updates and initiatives
- Programmes that enhance inclusion, belonging and cultural capability
- Leads and coordinates the new employee experience including onboarding, induction and training programmes including coordinating induction sessions, and maintaining and improving the onboarding programme and experience in the HRIS.

Recruitment and onboarding

Leads a strategic, values-aligned recruitment approach that attracts and secures high quality talent:

- Advises People Leaders on role design and workforce requirements that align with organisational strategy and capability needs.
- Sourcing and attraction strategies to broaden talent pools and strengthen the employer brand.
- Guiding selection decisions through interview support, assessment insights, and balanced recommendations.
- Ensuring recruitment processes are fair, equitable and evidence based, including appropriate use of assessment tools and robust due diligence.

Performance and development

Lead a performance and development planning and review process that lifts capability and engagement:

- Supporting people leaders and their teams to complete their requirements on time, and researching/advising on options to enhance the performance and development framework
- Supports People Leaders with setting performance standards and early, proactive intervention with emerging performance concerns.

- Identifying capability needs and developing recommendations to uplift capability including formal and informal training
- Lead the development of tailored professional development programmes targeting key groups e.g. emerging leaders, senior leaders and technical teams or project teams
- Maintains and manages the Capability Framework (LEAD) advising employees and managers on capability expectations, career pathways and mapping
- Maintains the CliftonStrengths database and provides support to employees and managers

Reward and recognition

Leads the reward and recognition framework, ensuring employees feel valued, recognised, motivated and rewarded in ways that reinforce desired organisational culture and high performance:

- Provides specialist advice on reward and remuneration decisions e.g. market benchmarking, job sizing, internal relativities and progression pathways.
- Supports the GM with the annual remuneration review process including administration, manager training and coaching, analysis and reporting.
- Monitors remuneration risks and trends, including compression, market movement and gender pay equity, and provides data-driven recommendations.

Employment relations

Leads or supports employment relations (ER) matters, providing expert advice to managers on conduct, performance, restructuring and conflict to support fair, consistent and values-aligned decision-making.

- Ensures all ER processes and documentation meet legal, organisational and best-practice requirements, safeguarding compliance and reducing organisational risk.
- Engages and manages external legal support when required, ensuring advice is integrated effectively into organisational decisions.
- Builds leader capability in early intervention and constructive issue resolution, strengthening confidence, consistency and organisational practice.

Policies and procedures

Contributes to the development and review of people and culture policies and procedures:

- Ensures policies are future-focused, values aligned and reinforce the desired culture while also reflecting best practice and legislative requirements
- Leads the review of policies and procedures on a scheduled basis, and make recommendations for change to the GM People and Governance Services as appropriate
- Provides advice and support to staff and managers regarding policy interpretation and implementation.

Health, safety and wellbeing

Support and promote a healthy and safe workplace for self and all staff:

- Lead activity for the staff Wholebeing (Health and Safety) Committee including quarterly meetings, aligned initiatives e.g. Mental Health Awareness Week, the annual ShakeOut drill.
- Lead and coordinate the Fire Wardens, Mental Health and First Aid representatives, ensuring they are supported and prepared for their roles.
- Manage health and safety inductions for new employees and visitors and
- Provide health and safety reporting for effective governance oversight.

Payroll

Lead and manage the end-to-end payroll process, ensuring accuracy, compliance and timely delivery of employee payments:

- Maintain and update payroll systems and employee records, including changes to remuneration, benefits and deductions.
- Provide expert advice on payroll-related queries, interpreting legislation and organisational policies
- Collaborate with Finance team to ensure seamless integration of payroll data and reporting.

Administration, systems and processes

Provide oversight and quality assurance for all employee documentation and people records:

- Systems and processes meet the highest standards of accuracy, confidentiality, and data security.
- Effective controls and compliance with organisational and legislative requirements.
- Optimisation and continuous improvement of P&C systems e.g. ATS, HRIS and Payroll to enhance employee experience and engagement, data quality and user experience.
- People analytics including dashboards, insights for Board papers, and organisation-wide workforce metrics to inform decision-making and highlight risks and opportunities.

Key relationships | Ngā hononga matua

Internal:	External:
<ul style="list-style-type: none"> • All employees of the IoD • IoD People Leaders • Corporate Services team • Leadership team • Chief Executive • EA to Chief Executive 	<ul style="list-style-type: none"> • Providers of HR Services e.g. remuneration specialists, HR consultants, recruitment specialists • Potential employees • HRIS, Payroll and ATS System providers

Person Specification | Mōu ake

Qualifications and experience

- A Tertiary qualification in human resources or related field; and
- 8 + years generalist human resources experience with expertise in one or more of the following: recruitment, learning and development, reward and remuneration, employment relations.
- A Member of HRNZ, and preferably Chartered (or on the pathway to becoming Chartered).
- Applied governance experience would be beneficial, either voluntary or otherwise.

Required skills, knowledge and capabilities

- Strong knowledge of employment legislation, HR best practice, and emerging trends in the future of work.
- Ideally High level of digital capability including use of AI; able to work confidently across multiple systems and tools (e.g., Microsoft Suite/SharePoint, databases, ATS and HRIS).
- Innovative, collaborative and solutions-focused approach.
- Exceptional interpersonal skills, demonstrating manaakitanga and respect in all interactions.
- Well-developed communication skills with the ability to influence, consult and positively challenge when needed.
- Committed to fostering an inclusive, values-led culture and upholding confidentiality at all times.
- Highly organised and efficient, with a proactive, self-starting attitude and strong follow-through.
- Sound judgement, reliability and ability to anticipate issues and implement effective solutions.

Key Competencies | Ngā tohungatanga matua

We put our members and customers first

- Always act for the good of the IoD and our purpose to positively transform governance.
- See things from our members' and customers' perspectives and design services and create solutions that meet their needs.
- Goes the extra mile for our members and our customers - both inside and outside the organisation.
- Monitor member and customer satisfaction and focus on fixing what's not working and improving their experience.

We are outcomes focused

- Strive for excellence and look for better ways to do things.
- Harness technology to drive continuous innovation, improvement and efficiencies.
- Understand our financial drivers and commercial environment and make decisions that positively impact this.
- Is adaptable and can refocus our work and our energy to what's most important.
- Thinks outside the box, bringing creative ideas and solutions to problems.

We value teamwork & collaboration

- Welcoming and respectful, valuing diversity of culture, belief, lifestyle, gender, orientation, ability, and thought.
- Collaborative and team-focused, contributing ideas, solutions, and shared responsibility while recognising others' strengths and achievements.
- Supportive and reliable, backing up colleagues and fostering a positive, constructive environment.
- Open and constructive in addressing challenges, focusing on healthy resolution and issues rather than individuals.

We hold ourselves to high standards

- Aim high, delivering quality work, and setting goals that drive performance.
- Act with integrity by keeping commitments, speaking up for what's right, and using sound judgement
- Stay curious and knowledgeable, seeking feedback, learning continuously, and applying insights to improve.
- Show accountability by owning actions, recognising limits, and asking for support when needed.

We develop ourselves

- Commit to growth through continuous development, learning, and reflection.
- Build cultural competence by deepening understanding and behaviours towards and attitudes of Māori and their culture, as the indigenous people of Aotearoa New Zealand.
- Embrace curiosity, openness, and adaptability, learning from both success and failure.
- Share knowledge generously, acting as both teacher and learner, and seeking growth beyond comfort zones.

We lead with influence

- We build partnerships for impact, with people both internally and externally.
- We are sought out as experts in our field, valued for our advice and respected as ambassadors of IoD.
- We express ideas and issues with impact - concise, clear and in a way that appeals to our diverse audiences.

- We use healthy conflict to challenge respectfully and build mutual agreement.
- We have an ethical heart and mind and create trust through honesty, integrity and authenticity.
- We know what's important, what's not, and when to say no.
- We can make the tough decisions and do what's necessary for the good of the IoD.

Authority | Rangatiratanga

The Senior People & Culture Business Partner has the authority to make decisions and carry out actions in all matters related to the responsibilities and deliverables of the position consistent with budget approvals.

Amendments to the responsibilities | He whakahounga ki ngā haepapa

The responsibilities of this position are expected to change over time as the IoD responds to the changing environment and commercial demands and requirements. This position description will be updated as required to reflect these changes. The incumbent will need the flexibility to adapt and develop as the environment evolves and is required to undertake other activities as are reasonably required to carry out the functions of the position.

Dated

March 2026