Position Description

Position title:	People and Culture Operations Manager	Date:	January 2026
Reports to:	Head of People and Culture Operations	Department:	People and Culture
Number of reports:	Direct: 0 Total (include indirect): 0	Location:	National Support Office, Auckland
Delegated financial authority:	No	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.	Our purpose is why we exist.
To help people live their best lives by reimagining healthcare.	To advance the provision of quality healthcare in Aotearoa New Zealand.

Our Values

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

The People and Culture Operations Manager is a subject matter expert providing technical advice and support to our People and Culture team and senior leaders to deliver best practice across Employment and Industrial Relations, Remuneration, Benefits, Performance Management, People Metrics, P&C Policies, Processes and Technology. It also supports other areas (e.g. Talent & Culture and Business Partnering) as required.

This role also supports the development and implementation of frameworks, policies and initiatives that enable a high-performing and engaged culture, aligned with our values, to deliver on Southern Cross Healthcare's (SCHL's) purpose.

Key Relationships

Internal
- Head of People and Culture Operations
- People and Culture team
- NSO leaders and their teams (particularly other subject matter experts from Clinical Directorate, Quality & Risk, Legal, Finance, Digital Services, Communications, Health, Safety & Wellbeing)
- SCHL Hospital General Managers and their Senior Leadership Teams
- Joint Venture General Managers/CEOs

External
- Remuneration Consultants
- Employee Benefits providers
- Employment Lawyers
- Unions, particularly NZ Nurses Organisation
- HR Technology vendors
- Other HR providers and vendors, as required
- Professional and Regulatory bodies – e.g. HRNZ, MBIE, Nursing Council

Key Accountabilities

1. Employment and Industrial Relations

- Advise, coach and partner with senior leaders and our P&C Business Partners to manage ER cases, investigations, disputes, grievances, and change processes.
- Manage ER risks, ensuring not only compliance with employment legislation but taking a pragmatic and commercial approach to support our values-led culture and a fair, inclusive and productive workplace.
- Support the appropriate and timely resolution of complex cases.
- Coach, educate and lift capability of leaders across core ER practices including running online webinars and facilitating workshops as appropriate/agreed.
- Adopt a continuous improvement approach to maintain best practice and consistency in ER practices, policies, templates and documentation and create a library of templates and resources for ongoing work.
- Stay ahead of employment legislation changes and help shape policy and practice to ensure legal compliance.
- Contribute to relevant P&C and organisational projects.
- Support collective bargaining and provide advice relating to collective agreements.
- Act as the main P&C point of contact for unions, employee representatives and professional and regulatory bodies from an employment perspective.

2. Remuneration, Benefits and Performance Management

- Support and coordinate SCHL's annual Performance Management and Remuneration processes.
- Provide remuneration advice to the P&C Business Partners, to support their effectiveness in their roles, including ad-hoc remuneration advice and support (e.g. job evaluations, market data and benchmarking, retention strategies).
- Support our annual market data survey and ensure our Remuneration tools are kept up-to-date and accurate
- Evaluate the effectiveness of our current benefits, identify future needs and support the development and implementation of appropriate initiatives within SCHL.
- Keep across current trends and best practices in Remuneration, Benefits and Performance Management and make recommendations for continuous improvement.
- Collaborate with other P&C functions to ensure integration and alignment of HR Operations programs with other P&C initiatives.
- Contribute to the development of SCHL initiatives that require a Remuneration, Benefits or Performance Management lens.

3. HR Policies, Processes, Metrics and Technology

- Provide advice, on P&C policies and processes, to the P&C Business Partners, to support their effectiveness in their roles.
- Support the regular review, development and continuous improvement of our HR policies, templates and documents and ensure these are kept up-to-date, easily accessible and accurate.
- Work with the P&C Coordinator to support the P&C Intranet and collaborate with other SCHL teams to ensure all content is up-to-date, easily accessible and accurate.
- Support the identification and development of P&C technology solutions, including working with external vendors to ensure our systems are fit for purpose and operationally effective.
- Work with the P&C Coordinator to produce regular and ad-hoc people metrics and other reporting requirements.
- Keep across current trends and best practices in P&C policies and technology and make recommendations for improvements.

- Develop and maintain effective relationships with key stakeholders, including senior leaders and external partners.
- Collaborate with other P&C functions to ensure integration and alignment of our policies, processes and technology with other P&C initiatives.
- Contribute to the development of SCHL initiatives that require an HR operational or technology lens.

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: 7+ years' experience in a specialist or Centre of Excellence (COE) role in at least one or more of the following areas: Performance Management, Remuneration and Benefits, Employment relations, NZ employment law and practices, HR policies, technology and tools; or 7+ years' experience in a generalist HR role within a larger organisation with a strong exposure to, and passion for, the various HR specialist/COE areas. - Ability to partner with a wide range of people at all levels of seniority and expertise and establish strong credible ongoing working relationships. - Good business acumen to understand and develop policies, frameworks,	**Education and qualifications required:** Bachelors degree in business, human resource management, employment relations or a related discipline/equivalent experience.

programmes and initiatives that align and help deliver the organisational strategy.
- Excellent communication skills, both written and spoken, coupled with the ability to listen effectively to other viewpoints and influence when required.
- Effective time management, with ability to plan and organise workload effectively, establishing priorities and meet deadlines.
- Self-motivated with the ability to proactively manage and deliver projects.
- High levels of confidentiality and integrity.

Experience and skills desirable:
- Experience of NZ employment law and/or Remuneration frameworks would be beneficial.
- Health industry experience is desirable but not necessary.

Leadership Attributes

Human Centred Leadership
- Empathy
- Adaptability
- Connection

Performance Coach
- Accountability
- Engagement
- Collaboration

Change Enabler
- Execution
- Energy
- Contribution