



Job Description

Job Title:	Human Resources Business Partner
Reports to:	General Manager People, Culture and Equity Māori - Tumuaki Hāpai Ō
Division:	People, Culture and Equity - Te Rōpū Hāpai Ō & Āheitanga
Department:	People, Culture and Equity - Te Rōpū Hāpai Ō & Āheitanga
Direct Reports:	Nil
Location:	HomeGround – 140 Hobson Street, Auckland (1010)

Te Tāpui Atawhai - Auckland City Mission

Ko wai mātou Who we are

Te Tāpui Atawhai - Auckland City Mission supports Aucklanders in greatest need and is committed to upholding Te Tiriti o Waitangi as a core principle in achieving our organisational mission and vision.

Known as Te Tāpui Atawhai since July 2021, our Māori name symbolises our commitment to Tangata Whenua. We acknowledge that existing economic, health and social inequities for Māori are caused by breaches of Te Tiriti and the negative impacts of colonisation which are ongoing.

Our services have evolved as the city's social needs have. We respond with care and compassion while advocating for a reality where there are enough suitable homes, enough access to nutritious food, and accessible health care for all people and their families. Since our doors opened more than 104 years ago, this has been our 'why'. We offer support for however long and in whatever way needed – for some people that's simply accessing one of our many services, for others it's a complex journey with our full support.

Te Tāpui Atawhai Auckland City Mission is committed to fostering a diverse and inclusive workplace where staff feel valued and respected. This is foundational to our mission, vision and values as a Tangata Tiriti organisation.

People, Culture and Equity - Te Rōpū Hāpai Ō & Āheitanga

The People, Culture and Equity - Te Rōpū Hāpai Ō & Āheitanga team exists to support a diverse, capable and values-driven workforce that enables Te Tāpui Atawhai - Auckland City Mission to achieve its mission.

We focus on creating a workplace where people feel safe, supported, included and able to grow. Our work spans the full employee experience: attraction, recruitment, onboarding,

learning and development, employee relations, health and safety, and organisational culture.

At the heart of our work is a commitment to people, continuous improvement, and building a workplace that reflects the values we ask others to live every day: respect, dignity, collaboration and care.

Te Kaupapa o Te Tūranga - Position Purpose

The Human Resources Business Partner in close partnership with leaders across the organisation and supports the General Manager People, Culture and Equity Māori in delivering the people strategy and priorities.

This role plays a key part in translating people practices into everyday leadership capability - helping managers navigate complexity, strengthen culture, and make sound, people-centred decisions.

The role combines practical HR delivery with advisory and coaching support, ensuring leaders are well equipped to manage their teams confidently and consistently, within both employment legislation and the Mission's values.

Ngā Kawenga Matua - Key Responsibilities

1. People Advisory – Human Resources and Employment Relations

- Provide timely, practical and balanced HR advice to leaders and staff, grounded in policy, legislation and good judgement.
- Support leaders to navigate employee relations matters with appropriate actions; balance and care.
- Focus on early intervention and capability-building so that issues are addressed proactively and fairly.
- Support the resolution of employment matters in a way that is consistent, respectful and aligned with organisational values and legal requirements.
- Coach and support leaders to build confidence in handling people matters within their own teams, strengthening first-line capability.

2. People Partnering and Capability Building

- Partner with managers and teams to embed good people practice in everyday leadership.
- Support recruitment and selection processes in collaboration with the Recruitment function, ensuring fair, consistent and values-aligned hiring decisions.
- Strengthen onboarding and induction experiences so new staff are welcomed effectively and set up for success.
- Support leaders to hold regular one-to-one conversations and development discussions that build engagement and accountability.
- Provide coaching and guidance that builds leadership capability across the organisation.

3. People Initiatives and Organisational Development

Contribute to and support the delivery of key people initiatives, including:

- Remuneration review processes and associated coordination
- Job design and role clarity across services
- Employee engagement and pulse survey processes, including insights and follow-up actions
- Change management support, using people-centred and risk-aware approaches
- Development and review of HR policies and frameworks
- People reporting and insights to support organisational decision-making
- Supporting leadership development and capability uplift across teams
- Providing support to the GM People as required.

4. HR Systems, Processes and Compliance

- Support the consistent use of HR systems, processes and frameworks that enable effective people management across the organisation.
- Ensure key people processes - such as onboarding, induction, performance conversations, reviews and exits - are accessible, understood and embedded in practice.
- Partner with leaders to strengthen consistency, reduce risk and improve the quality of people data and decision-making.

5. Culture, Te Tiriti and Relationships

- Actively demonstrate commitment to Te Tiriti o Waitangi through everyday practice, decisions and relationships.
- Contribute to a culturally safe environment for Māori, including reflective practice, awareness of bias and power, and appropriate, respectful communication.
- Demonstrate cultural awareness and responsiveness in all interactions across diverse communities.
- Bring empathy and understanding to the social context of the Mission's work, including the impacts of poverty, homelessness, trauma, addiction and mental health challenges.
- Support and uphold the Mission's values of Manaakitanga, Atawhai, Rangapū and Mana Tika, Mana Ōrite.

<ul style="list-style-type: none"> ● Advocate for fairness, dignity and social justice in the way people practices are designed and delivered.
<p>6. Health, Safety, Ethics and Professional Practice</p>
<ul style="list-style-type: none"> ● Act in accordance with the Mission’s Code of Ethics, Code of Conduct, and organisational policies at all times. ● Contribute to a strong health and safety culture by ensuring safe practice, identifying risks, and supporting others to work safely. ● Comply with all relevant legislation, including the Health and Safety at Work Act 2015. ● Maintain appropriate professional boundaries and ensure confidentiality, integrity and professionalism in all people-related matters.
<p>Other</p>
<ul style="list-style-type: none"> ● Comply with any other reasonable request from your manager or team leader.

Ngā Whēako – Ngā Tohu Mātauranga Qualifications, Experience, Knowledge and Skill Requirements	
<p>We recognise that capability can be developed through a range of pathways, including paid work, community, whānau, iwi, hapū, marae, or voluntary experience.</p> <p>Where qualifications are listed, equivalent experience will also be considered.</p>	
Ngā Pūkenga Nui - Essential	Tūranga Motuhake - Role-specific
<p>Qualifications</p> <ul style="list-style-type: none"> ● Tertiary qualification in Human Resources, Employment Relations, Psychology, Business or a related field, or equivalent HR experience. <p>Essential Capabilities</p> <ul style="list-style-type: none"> ● Full current New Zealand Driver Licence. ● Demonstrated integrity and professionalism, with the ability to handle confidential and sensitive information appropriately. ● Strong written and verbal communication skills, with the ability to provide clear, practical HR advice to a range of audiences. ● Proven ability to build effective working relationships and influence across all levels of an organisation. 	<p>This role sits broadly within the Design to Leads stages of the HRNZ Capability Framework.</p> <p>At this level, the role requires the ability to:</p> <ul style="list-style-type: none"> ● Operate independently across a broad range of HR matters ● Partner effectively with leaders in complex environments ● Apply judgement where policy, practice and context must be balanced ● Influence outcomes through coaching, advice and relationship-based practice ● Contribute to the design and improvement of people practices and systems ● Work confidently with ambiguity and evolving organisational needs.

<ul style="list-style-type: none"> ● Sound collaboration skills, with a willingness to contribute to team outcomes, share knowledge, and support continuous improvement. ● Ability to work effectively in a role that requires sound judgement, initiative, and a pragmatic approach to problem-solving. ● Commitment to Te Tiriti o Waitangi in practice, demonstrated through culturally safe behaviour, openness to learning, and applying this understanding in everyday HR advice and decision-making. 	
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Haere Mai - Why join us?
<p>Cultural Respect: Be part of an organisation that values and integrates te ao Māori into its core values and operations.</p> <p>Career Growth: Access to professional development and internal career progression opportunities.</p> <p>Supportive Environment: Engage with a diverse network of colleagues and participate in culturally enriching events and activities.</p> <p>Tō Mātou Kaupapa Our Mission: We provide immediate relief and pathways to long-term wellbeing for people in greatest need, through connection and access to kai, kāinga and hauora.</p> <p>Tō Mātou Kitea Our Vision: A Tāmaki Makaurau where everyone can thrive.</p> <p>OUR IMPACT STATEMENTS</p> <ul style="list-style-type: none"> ● Homelessness is brief, rare and non-recurring with affordable and healthy homes a reality for every person in Tāmaki Makaurau. ● Everyone has access to enough good kai to sustain themselves and their whānau needs. ● Health care is accessible for all, including people living with the effects of colonisation in Aotearoa, trauma, mental unwellness and substance abuse.