

Position Description

People and Culture Adviser

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our care homes and villages. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values.

Our pursuit of excellence comes from the things we value the most:



People First - Enhance the health, safety & wellbeing of our people.



Nurture Success - Seize opportunities every day, and in every moment.



Better Together - Work together in respect and harmony to empower everyone.

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

The **People and Culture Adviser** plays a key role in supporting the delivery of high-quality, people-focused HR services across Heritage Lifecare. Working collaboratively with People and Culture Business Partners, leaders, and support teams, this role provides advice, coordination, and operational support to ensure consistent, compliant, and effective people practices.

The Advisor contributes to the implementation and continuous improvement of policies, processes, and systems that enable an engaged, capable, and high-performing workforce. As a trusted partner, this role helps leaders make informed decisions, delivers timely advice on people matters, and drives process excellence across the employee lifecycle.



Reports to: Head of Business Partnering and Recruitment

Direct Reports: N/A

Functional Relationships: Regional Business Manager
Regional Clinical Managers
Care Home and Village Manager(s)
Clinical Services Manager(s)
Registered Nurses
People and Culture Team
Support Office Teams
Wider employee network

Key Accountabilities:

People Advisory

- Support people leaders and the wider People and Culture team to align people initiatives with organisational and regional objectives.
- Provide accurate, timely, and practical advice to managers on HR processes, policy application, and employment matters.
- Contribute to workforce planning, talent management, and capability development initiatives.
- Support the implementation and communication of P&C policies, frameworks, and projects across the organisation.
- Translate people data, information, and metrics into meaningful insights and actions that enhance team and organisational performance.
- Build strong, trust-based relationships with leaders to influence outcomes and promote people-centred leadership practices.

Recruitment and Retention

- Support recruitment, selection, and onboarding activities to ensure the attraction and retention of skilled aged care professionals.
- Partner with hiring managers to ensure a positive candidate experience, compliance with immigration and sector standards, and alignment with organisational values.
- Contribute to workforce planning and succession activities to ensure the right people, in the right roles, at the right time.
- Monitor recruitment data and trends to identify areas for improvement and support proactive workforce strategies.

Capability, Continuous Improvement, and Customer Service

- Support initiatives that drive automation, simplification, and continuous improvement across all P&C processes and documentation.
- Regularly review, update, and improve People & Culture policies, procedures, and frameworks to ensure they remain current, compliant, and reflective of best practice and legislation.
- Contribute to the design, development, and implementation of efficient systems, tools, and processes that enhance the employee and leader experience.
- Support the Business Partners and Employment Relations team in coaching and guiding managers to apply consistent and effective people practices.
- Work collaboratively with the P&C Hub, Learning & Development, and Organisational Development teams to streamline workflows, ensure documentation is clear and accessible, and support the embedding of new practices.



- Champion a customer-focused approach within the People and Culture function, ensuring every interaction adds value and supports positive business outcomes.
- Participate in projects and initiatives that drive efficiency, capability, and service excellence across the organisation.
- Support the maintenance and communication of the P&C Service Catalogue and service-level standards

Performance and Change Management

- Support leaders with resources, templates, and advice to apply consistent and effective performance management practices.
- Provide guidance and coordination support for change management processes, restructures, and organisational improvement initiatives.
- Assist with communication, consultation, and engagement activities through periods of change.
- Champion a values-driven, inclusive culture where feedback, accountability, and growth are encouraged.
- Embed Te Tiriti o Waitangi principles across people and organisational practices

Compliance and Risk Management

- Ensure adherence to employment legislation, health and safety obligations, and aged care sector standards.
- Support audits, investigations, and compliance reviews, maintaining accurate records and documentation.
- Monitor people metrics, identify risks or trends, and provide evidence-based recommendations for improvement.
- Maintain consistency and governance across P&C processes, documentation, and reporting standards

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

TBC



Core Competencies

Trusted Partner	Builds and maintains long-term, trust-based relationships. Genuinely seeks to understand others' perspectives and challenges. Acts with integrity, reliability, and professionalism at all times
Driving for Results	Sets clear goals and uses data and feedback to monitor progress. Works efficiently and diligently to deliver outcomes that support organisational success.
Tenacity	Demonstrates persistence and problem-solving ability in challenging circumstances. Seeks learning opportunities through feedback and change.
Business Acumen	Understands how people practices impact organisational performance. Applies sound judgement and awareness of business drivers to HR advice and recommendations.
Deal with Ambiguity	Responds positively to change and uncertainty. Adjusts priorities quickly when required and maintains focus on key outcomes.
Courage	Communicates openly, respectfully, and with professional courage. Provides honest feedback, takes accountability, and supports others to do the same.
Transfer skills to Business	Applies knowledge and experience from different contexts to improve outcomes. Recognises where past learnings can add value and contribute to continuous improvement.
Facilitating Change	Encourages innovation and openness to new ideas. Helps others to adapt and engage positively through times of change..

The intent of this position description is to provide a representative summary of the major duties and responsibilities, and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.