

## Position Description

# People, Culture & Capability Advisor

### Mission

We walk with people across the generations to create together places to live, learn, and thrive.  
We call out injustice and advocate for positive social change.

## POSITION PURPOSE AND PRIMARY OBJECTIVES

### Purpose

This position is responsible for providing a high-quality, leading practice people management service to support Presbyterian Support Otago's (PSO) strategic direction.

To provide high quality, leading-practice advice, support, and coaching in people management to managers and staff, enabling them to lift their own localised areas of capability and effectiveness across the organisation.

Work collaboratively with all levels of the organisation to ensure that this service is seen as a valuable partner to the business, helping to achieve its goals and meeting its operational requirements.

Operating within a foundation of *Ira tangata* – putting people and relationships at the heart of what we do.

### Primary Objectives

- To facilitate Presbyterian Support Otago's people, culture and capability best practice.
- To provide quality legal and technical advice.
- To build strong, credible and supportive relationships.
- To foster compliance with the relevant policies, processes and practices.
- To foster a culture of capability-building and local ownership for continuous improvement.
- To lead by example, approaching your work with a growth mindset.

<b>Accountability</b>	<b>Expected Outcomes / Key Performance Indicators</b>
<b>Quality Approach/Advice</b>	<ul style="list-style-type: none"> <li>• Facilitate people, culture and capability best practice.</li> <li>• Provide quality legal and technical advice across all people management functions and stages of the employee lifecycle.</li> <li>• Provide timely and accurate advice and support to Managers regarding individual performance management and disciplinary issues.</li> <li>• Ensure managers are promptly informed about progress and decisions on employment relationship matters.</li> <li>• Provide advice and guidance on job evaluation and remuneration in line with organisational policy.</li> <li>• Assist in the development of efficient, effective and compliant people management systems, processes and practices to support PSO operations.</li> <li>• Support people leaders with the tools, solutions, and support to be empowered and confident across a wide range of people management processes.</li> <li>• Maintain a high standard of ethical practice.</li> </ul>
<b>Relationship Building, Service and Communication</b>	<ul style="list-style-type: none"> <li>• Build effective relations with all stakeholders, and with mana whenua to fulfil PSO's Treaty obligations and cultural competence aspirations.</li> <li>• Develop effective relationships with Union Delegates and organisers.</li> <li>• Liaise and share information with unions proactively.</li> <li>• Be organised, responsive and proactive, with a strong ethos of customer service.</li> <li>• Plan and prioritise to meet service deadlines/promises in a timely manner.</li> <li>• Attend meetings regularly and visit outlying work locations to provide advice and support.</li> <li>• Communicate effectively and promptly with all managers and key staff, as necessary.</li> </ul>
<b>Policy, Procedure and System Development</b>	<ul style="list-style-type: none"> <li>• Ensure and report compliance with all statutory Human Resource requirements.</li> <li>• Create simple, robust Human Resource policies and guidelines that are understood and applied.</li> <li>• Proactively develop effective solutions, systems and processes to meet organisational needs.</li> </ul>

<b>Building Capability</b>	<ul style="list-style-type: none"> <li>• Provide coaching to and identification of learning opportunities for Managers and Supervisory staff on people management matters.</li> <li>• Facilitate a strong performance management culture across PSO, including robust performance management and disciplinary processes.</li> <li>• Provide training and support for the active implementation of strategies to resolve conflict.</li> <li>• Participate in structural reviews; develop proposals for management of change as required.</li> <li>• Project plan and manage multiple complex issues.</li> <li>• Support the roll out of culture and capability activities.</li> <li>• Support all team Health and Safety matters.</li> </ul>
<b>Employee and Industrial Relations</b>	<ul style="list-style-type: none"> <li>• Analyse and identify necessary steps to resolving personal grievances and disputes.</li> <li>• Follow offboarding processes and analyse exit feedback data to inform improvements to process.</li> <li>• Develop and monitor employee and industrial relations policies and procedures.</li> <li>• Assist with the negotiation of Collective Employment Agreements in conjunction with/on behalf of Leaders/Managers (in some cases act as Lead Advocate).</li> </ul>
<b>Team Participation</b>	<ul style="list-style-type: none"> <li>• Foster a team culture of learning and development and professional development.</li> <li>• Foster teamwork and synergy.</li> <li>• Ensure that the team has a clear understanding of its service expectations.</li> </ul>
<b>Expectations of all PSO Employees</b>	
<b>Communications / Interpersonal relationships</b>	<ul style="list-style-type: none"> <li>• Positive and collegial relationships are developed and maintained.</li> <li>• Verbal and written communication is at a high standard, relevant and appropriate to the audience.</li> </ul>
<b>Performance development and learning</b>	<ul style="list-style-type: none"> <li>• Active engagement with personal development review process.</li> <li>• Personal and professional development goals and objectives are established.</li> <li>• Be responsible for own ongoing education and skills required in designated role.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Make recommendations for improvement to services, work practices and / or workflow.</li> </ul>

<p><b>Health and Safety</b>  <i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i></p>	<ul style="list-style-type: none"> <li>• All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation.</li> <li>• You are expected to work safely and to actively participate in health and safety programmes in your work area.</li> <li>• All accidents or potential hazards must be reported to your direct line manager.</li> </ul>
<p><b>Te Tiriti O Waitangi / The Treaty of Waitangi</b>  <i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i></p>	<ul style="list-style-type: none"> <li>• As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection.</li> </ul>

## Relationships

<p><b>Reports to:</b>  Manager People, Culture &amp; Capability</p>	<p><b>Direct Reports: (n/a)</b></p>
<p><b>Internal Relationships:</b>  CEO  Senior Leadership Team  Human Resources Team  Residential Managers  Family Works Managers  All staff</p>	<p><b>External Relationships:</b>  Employers Association  Unions  HRNZ  ACC</p>

## Person Specifications

<p><b>Qualifications/Skills</b></p> <ul style="list-style-type: none"> <li>• Relevant diploma or degree-level study in a Human Resources related field.</li> </ul> <p><b>Experience/Knowledge</b></p> <ul style="list-style-type: none"> <li>• 3+ years’ experience in a people management advisory role, with areas including industrial and employment relations, capability building, change management and Health and Safety.</li> <li>• Experience in either a NFP (Not-For-Profit) organisation or healthcare-related industry.</li> <li>• Familiarity with New Zealand employment related legislation.</li> </ul> <p><b>Personal Qualities</b></p> <ul style="list-style-type: none"> <li>• Strong customer-service ethos.</li> <li>• Enthusiastic with a positive “can-do” attitude.</li> <li>• Willing to “pitch in” to help your team colleagues as needed.</li> <li>• Excellent written and presentation skills, with a keen attention to detail and accuracy.</li> <li>• Resilient, collaborative and improvement focused.</li> <li>• Proven interpersonal skills, being able to relate to people, communicate at all levels of the organisation and negotiate change.</li> <li>• Excellent problem-solver/improvement facilitator.</li> <li>• Professional and ethical – able to maintain confidentiality.</li> <li>• Highly self-motivated, directed, flexible and well organised.</li> <li>• Able to effectively prioritise and execute tasks under pressure.</li> <li>• Active contributor to a team-oriented, collaborative and loyal environment.</li> </ul>
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### **Physical Requirements**

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

## **Working Together**

### **Our Work**

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

### **Our Organisation**

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and ongoing support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

### **Our Team**

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

## **Values**

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

