

Position Title	People and Culture Manager
Organisation	First Community Trust
Location	Multiple Locations
Date	October 2023
Reports to	General Manager

Tā tātou moemoea – Our Vision

Empowering whanau, aiga and communities.

Tā tātou whāinga - Our Mission

All whānau, aiga and communities are supported to live safe, secure, self-reliant, and fulfilled lives.

Our Focus Areas

To achieve our vision, our focus areas enable us to target our efforts and concentrate on what's important

- Te Pou Kāinga Haumarū – Safe, secure, warm homes
- Te Pou Tautoko – Services and support
- Te Pou Tūhononga mai - Connection and participation
- Te Pou Waka Hourua – Working together
- Te Pou Kakano – Capability and succession

Position Purpose

Being a member of the Executive Management Team of Tuatahi, the People and Culture Manager is accountable for the people and culture well-being of Tuatahi, overseeing regional team's capability and resources required for the operational success of Tuatahi. This role is also to ensure the team is delivering successfully on operational targets as set out in Tuatahi Strategic Documents.

Key Responsibilities

- Develop and implement an effective annual People and Culture Plan which aligns to the organisation's strategic objectives, utilising sound analysis and organisational & HR knowledge.
- Ensure the HR strategy addresses the full gambit of HR accountabilities including leadership development and training, recruitment & induction, remuneration & reward, health & safety, performance management and employee relations.
- Provide direction to the management team in HR matters to ensure the effective delivery of the HR plan.
- Contribute to the development of a coherent and engaging employment brand by utilising specialist providers, internal feedback and analysis

- Assist management team with special projects and initiatives as necessary to contribute to organisational objectives.
- Complete internal service delivery audits monthly providing a report to Team Leads

Health and Safety

- Complies with Tuatahi’s health and safety policies and procedures.
- Take actions to improve the health and safety record of the workplace
- Ensures equipment and work area are well maintained
- Takes personal responsibility for keeping themselves, co-workers and equipment free from mishaps
- Ensures timely and accurate reporting of any hazards or potential hazards so that they may be remedied

Accountabilities

Capability	Expectation
Operational Leadership	<p>Ensures an effective Tuatahi operation by:</p> <ul style="list-style-type: none"> • Identifying and assessing areas for capability development and developing, implementing, and managing plans to address gaps • Clearly setting expectations, monitoring operational performance, and giving constructive feedback/support where appropriate • Developing and using strategies, plans, and activities which encourage high motivation and effective participation levels, and which encourage innovation continuous improvement, and problem solving • Ensures that Equal Employment Opportunity and cultural sensitivity policies and practices are integrated into ongoing operations • Work alongside our HR advisors Employsure to ensure we comply with workplace legislation.
Relationship Management	<ul style="list-style-type: none"> • Employee Relations <ul style="list-style-type: none"> ○ Timely respond accordingly to all HR matters • Maintaining a high standard of ethical practice by remaining fair, honest, reliable and trustworthy in dealings with all people • Fostering positive and collaborative relationships with communities, businesses etc. • Recruitment and Induction <ul style="list-style-type: none"> ○ Ensure that the overall recruitment process leads to robust recruitment decisions and hiring of individuals with the desired capabilities and organisational fit. Assist managers as required with recruitment decisions. Deliver an induction process that imparts knowledge on organisational culture, health and safety and technical knowledge, so that new employees can be

	<p>productive as quickly as possible.</p> <ul style="list-style-type: none"> • Training and Development <ul style="list-style-type: none"> ○ Identify talented individuals through succession planning activities and deliver development programmes to facilitate leadership capability ○ Develop & Manage our Futures Leaders Program • Develops and promotes relationships with all existing and new staff to complement and support their existing activities • Ensuring the training calendar is comprehensive and meets employers needs with courses advertised a minimum of 3 months pre-planning • Risk and Auditing <ul style="list-style-type: none"> ○ Assisting in planning the audit ○ Performing audit fieldwork ○ Completing audit work papers • Identifying audit issues and recommendations and ensuring that: <ul style="list-style-type: none"> ○ Issues are relevant. • Ensuring audit reports and documentation are accurate, sufficiently supported, and completed on time <ul style="list-style-type: none"> • Monitoring agreed audit recommendations to ensure that they are implemented
Resource Management	<ul style="list-style-type: none"> • Contribute to the plan and management of Tuatahi resources and requirements • Advises on additional human resources requirements (e.g., extra staffing)
Process Management	<ul style="list-style-type: none"> • Leads, motivates, and supports Teams to ensure they have the resources, training, and confidence to implement Tuatahi systems and processes • Ensure all Privacy, Risk, and Compliance activities are adhered to and monitored • Identifies and recommends solutions for operational risks
Information Gathering and Analysis	<ul style="list-style-type: none"> • Ensure all staff information is updated and ensure personal files are up to auditing standards.
Team Development	<ul style="list-style-type: none"> • Identify, procure, develop and maintain innovative, fit-for-purpose learning resources and tools including presentations, e-learning,

	workshops-in-a-box, printed collateral, mobile apps, plus coaching for GMs and senior management in how to deliver training/workshops.
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Experience and knowledge profile:

- Experience demonstrating an ability to understand and interpret complex legislation
- Demonstrated leadership and staff management experience
- Experience in performance management and planning
- Speaking – Talking to others to convey information effectively
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do
- Experience demonstrating successful, effective negotiation skills and an ability to influence and persuade
- Experience demonstrating clear communication with a proven ability to develop and maintain effective working relationships with diverse range of staff and stakeholders

Important Relationships

Internal

- First Community Trust Board
- General Manager
- Management Team
- Staff of Tuatahi

External

- Employsure
- Members of the public

Key Competencies Required:

- **Whanau Focus:** Is dedicated to meeting the expectations and requirements of internal and external whanau; gets first-hand whanau information and uses it for improvements in products and services; acts with whanau in mind; establishes and maintains effective relationships with whanau and gains their trust and respect.
- **Problem-Solving:** Uses sound logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; looks beyond the obvious and doesn't stop at the first answer.
- **Teamwork:** The ability to quickly find common ground and solve problems for the good of all, representing his/her own interests and yet being fair to others in the group. The ability to solve problems with peers with a minimum of noise. A team player who easily gains the trust and support of peers. Encourages collaboration and can be candid yet tactful with peers.
- **Good Judgement:** Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.
- **Communication:** Able to express thoughts and ideas with clarity and present a consistent point of view both orally and in a written format.
- **Results Orientation:** The ability and desire to achieve effective results, and work towards or exceed an agreed goal within agreed timeframes.

- **Integrity and Trust:** Is widely trusted; is seen as a direct truthful individual; can present the unvarnished truth in an appropriate manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
- **Analytical Skills:** Ability to identify issues and analyse information to make considered decisions. Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.