**Position Description**

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| **Position** | People & Culture Manager | **Reports to** | CEO |
| **Direct Reports** | HR Advisors  HR Co-ordinator | | |
| **Main Purpose** | The overall objective is to:   * Provide high level HR oversight as well as lead a broad range of culturally informed People & Culture functions, including HR advisory, culture & change management, recruitment, learning & development, performance development & review processes, performance management, Workplace Health & Safety, HR reporting, policy development and review, Union meetings & Collective Bargaining. Promote RDNS NZ values. * The People & Culture Manager will support the Executive & Senior Management Team to deliver on their business objectives by providing advice, guidance, and insight in the space of people & culture and performance. * The functions of People & Culture Manager will continue to evolve with the needs of the organisation and our stakeholders. | | |

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| Key Objective | Responsibilities |
| **Strategic** | * Develop and implement an effective annual HR Strategic 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 Executive Team in HR and ER matters to ensure the effective delivery of the HR strategy. * Contribute to the development of a coherent engaging employment brand by utilising specialist providers, internal feedback, and analysis. * Assist the Executive team with special projects and initiatives as necessary to contribute to organisational objectives. |
| **HR Operations** | Lead and contribute to the following HR operational processes:  **Performance management**  • Develop and lead the implementation of an effective performance management framework and coach managers to use the system effectively.  **Reward & remuneration**  • Ensure the remuneration framework attracts and retains talented employees and that the accompanying performance management system encourages the right behaviours and delivers on organisational objectives.  **Recruitment & induction**  • 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. Design and deliver an induction process that imparts knowledge on organisational culture, health and safety and technical knowledge, so that new employees can be productive as quickly as possible.  **Training & development**  • Identify talented individuals through succession planning activities and deliver development programmes to facilitate leadership capability.  **Policy development**  • Identify, develop, and lead the implementation of appropriate HR policies required by RDNS to help achieve the business objectives and manage employment risk.  **HR communications**  • Assist the Executive team and managers to communicate organisational values, business objectives and HR policies which align with this.  **Employee relations**  • Contribute to good employer-employee relations. If issues arise, ensure they are dealt with quickly, are procedurally fair and reflect the actions of a fair and reasonable employer. |
| **Budgeting & Reporting** | Provide accurate and meaningful reporting to the RDNS Board and Executive Team to enable strategic HR decision making across the business.  • Lead the development of RDNS’s annual Strategic HR Budget.  • Lead the development of the HR operational and capital budgets. |
| **HR Systems** | Facilitate the development of an effective HRIS to enable sound HR strategy development based on accurate information management. |
| **Leadership** | * Provide exemplary leadership and oversight of RDNS NZ operations to ensure the business runs smoothly and meets its strategic goals including its growth, financial, quality, and contractual targets. * Actively uphold and demonstrate RDNS NZ values: Manaakitanga, Client Satisfaction, Teamwork, Accountability, Continuous improvement * Work to meet the strategic objectives of RDNS NZ which includes fiscal, growth and quality targets. * Positively engage as part of the Senior Leadership Team * Provide positive and effective leadership and coaching to direct reports to enable them to be highly effective leaders. * Complete direct line reports annual performance appraisals * Escalate any concerns to the CEO as required. * Available to attend urgent meetings outside of usual business hours if necessary * Attends all internal / external stakeholder meetings when scheduled. * Provide guidance and feedback to help others strengthen specific knowledge/skill areas. |
| **Customer Service Delivery** | * To support the business to continually strive for service excellence and be recognised as a Home & Community Service Provider of choice. * Address complex issues / complaints made by clients/whanau and staff as they arise. * Maintain a high level of customer service, taking appropriate actions in a timely manner (i.e., escalating issues to GM Operations, CEO and/or Funders as required) * Establish positive working relationships with key stakeholders, including clients/whanau, staff, and funders. * Respond to all communications in a timely, courteous, and professional manner. |
| **Business Growth** | * Assist the organisation to achieve business growth targets. |
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| **Teamwork** | * Support a high performing team through effective communication, integrity, and trust. * Work to solve problems, share information, provide input and ideas on how the team could operate more efficiently. * Be open to feedback and ideas from others. * Exhibit team player behaviour always and work to ensure a positive working culture. * Demonstrate a strong work ethic and high level of commitment to the team and the organisation |
| **Cultural Safety** | * Attend mandatory Cultural Safety training. * Ensure that RDNS practices reflects a genuine commitment to adhering to the principles of Te Tiriti o Waitangi and addressing inequities of Māori health outcomes. * Demonstrate a genuine interest and understanding of the diversity of the RDNS clients and staff and actively works to address inequities. * Ensure all clients and staff are treated with respect, regardless of their cultural/diverse background as evidenced by client feedback and satisfaction surveys and staff satisfaction surveys. |
| **Self-Management** | * Is open and willing to undertake training and development opportunities as appropriate. * Effectively manages business priorities to meet deadlines. |
| **Wellbeing and Health & Safety** | * Complies with all RDNS NZ policies related to Health and Safety in the Workplace. * Ensures own safety and safe working procedures are practised, and no person is endangered through action or inaction. * Is aware of and identifies hazards and acts accordingly, including preventing or minimising the adverse effects of hazards. * Ensures that all incidents, including near misses, are reported within the required timeframe using RDNS NZ’s incident reporting system. * Actively participates in RDNS NZ’s health and safety programmes through participation and consultation. |

**Note:** This position description is not intended to be all-inclusive. The employee may be required to perform other related duties as required to meet the ongoing needs of the organisation.

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| Qualifications & Experience |
| **Essential**  • Possesses a degree in an HR related discipline  • 5+ years HR experience with a number of years’ experience at a senior level  • Numerically astute  • Strategic focus  • Technology savvy  • Must have the legal right to live and work in New Zealand. |
| Personal Specification |
| * Exemplary, professional communication skills (oral & written) * Excellent collaboration and delegation skills. * Proven ability to develop and achieve financial plans. * Ability to motivate and lead employees and hold them accountable. * Able to demonstrate high Emotional Intelligence (EQ) * Well-developed analysis, problem solving and decision-making skills * Values driven * Resilient and can work in fast paced environment. * Highly motivated, organised and able to jungle work priorities * Accountable and ability to self-reflect and take ownership. * Team Player * Recognises the importance of delivery high quality care to our clients / whanau and highly values the work performed by the RDNS Support Workers. |

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| **Created by:** | **Name** |  |
|  | **Title** |  |
|  | **Date** |  |
| **Reviewed by:** | **Name** | Carmel Conaghan |
|  | **Title** | CEO |
|  | **Date** |  |