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| --- | --- |
| **REPORTS TO** | People & Culture Manager |
| **DIRECT REPORTS** | Nil |
| **DELEGATIONS** | Tier 4 In accordance with current delegations policy |
| **SALARY BAND** | $80 - $100k dependent on experience |
| **HOURS OF WORK** | 80 hours per fortnight |
| **LOCATION** | Palmerston North |
| **ROLE PURPOSE** | The purpose of the People & Culture Business Partner role is to be a primary point of contact for the organisation by operating as a trusted advisor and business partner to senior managers and their teams, on our people, leadership, culture, and change imperatives. This role will blend day-to-day work across all People & Culture disciplines, with opportunities also to participate in future-focussed delivery and design which targets dynamic goals and continuous improvement. We are a people-oriented organisation which has grown substantially in recent years. We are proud of MASH’s work and accomplishment in the health and disability sector, and we are determined to keep developing into the future.The People & Culture Business Partner is expected to function in accordance with Te Tiriti o Waitangi principles. |
| **CORPORATE TEAM PURPOSE** | The People & Culture Function is part of the Enabling Services Group, which supports the whole organisation to operate efficiently and effectively, and maintain a positive, supportive, and collegial culture. People & Culture provides oversight and support to organisational change processes; including ensuring our corporate service programs are effectively embedded in business-as-usual activities, working in partnership with designated Function Leader Teams and managing important strategic partnerships for the organisation. The People & Culture team reports to the People & Culture Manager who is a key member of the MASH Senior Leadership Team.  |

**MASH Trust is an innovative provider of health and disability support services in the lower**

**North Island based in Palmerston North, supporting over 2000 people and whanau.**

MASH TRUST MISSION

*Working together to achieve great lives.*

OUR VALUES

**Relationships** Build open relationships based on honesty and respect.

**Communication** Communicate with an open mind and heart.

**Mana** Recognise and promote the mana and strengths of the individual.

**Opportunities** Take opportunities to learn and grow together.

**Believe**  Believe that together we will make a difference.

**Fun** Make fun a goal.

KEY RELATIONSHIPS

Internal:

* Senior Leadership Team and ELT.
* Other MASH Managers and Staff.

External:

* Te Whatu Ora Health New Zealand, Te Aka Whai Ora Māori Health Authority, Whaikaha Ministry of Disabled People Health professionals and providers, Kainga Ora
* Community Health Teams,
* Family/Whānau and Tangata Whenua,
* Contractors, Suppliers and other stakeholders supporting service delivery.

KEY RESULT AREAS

|  |  |  |
| --- | --- | --- |
| Key Accountabilities  | Tasks | Performance Measures |
| **Working relationships** | * Establish and maintain effective working relationships with all leaders. Referencing a Stakeholder Engagement plan enact effective lines of communication for all employees, in a manner that supports the leader/employee relationship.
 |  |
| **People & Culture models for leaders** | * Provide our leaders with user-friendly models that extend a culture-aligned practice, e.g., problem identification, analysis, and decision-making models for teams, giving difficult feedback to a staff member or team.
 |  |
| **Talent, teams, and****performance****management** | * Provide advice and support to leaders on implementation and delivery of initiatives that build team success.
* Actively participate alongside managers as they work with their teams in:

- work planning and problem solving- development planning and performance standards- non-performance; and - disciplinary processes * Contribute to the development of MASH’s programmes, policies, and procedures.
* Provide guidance, and support to leaders on employee processes throughout the employment relationship and lifecycle, so our leaders consistently comply with people policy and practice and manage risk appropriately.
* Actively contribute your experience and capability across all People & Culture disciplines including our culture, leadership, and change programmes to drive MASH performance towards its goals.
* Motivate, encourage, and build capability in leaders and their teams to identify, plan for and manage their own learning to contribute effectively to MASH’s goals.
 |  |
| **People & Culture data and analytics** | * Analyse people information/data and identify trends and organisational implications and advise on key trends and issues and organisational implications.
* Maintain and/or create people policy and procedures and apply them appropriately.
* Monitor the external environment for legislation and practice changes, or developing workforce trends that impact the organisation, employees, and leadership.
 |  |
| **Te Tiriti O Waitangi:** This function focuses on MASH's commitment to honouring the Te Tiriti principles of Rangatiratanga, equity, active protection, options, and partnership. It involves building reciprocal relationships and partnerships with Māori, including the Kahu Whakaruru (internal Māori caucus) to support the delivery of equitable access and outcomes for Māori and their whānau. | * Honour the Te Tiriti principles of Rangatiratanga, equity, active protection, options, partnership.
* Build reciprocal relationships and partnerships with Māori.
* Support the delivery of equitable access and outcomes for Māori and their whānau.
 |  |
| **Health & Safety Management:** This function focuses on safeguarding the health, safety and wellbeing of staff, the people we support, and visitors, preventing workplace accidents, injury or illness and managing potential hazards. It identifies and mitigates potential hazards and risks, develops, and implements policies, procedures and guidelines, conducts regular inspections and risk assessment, monitors compliance, provides training and education, investigates incidents, and reports and promotes awareness and understanding of practices. | **For Self;*** Work safely and take responsibility for keeping self and colleagues free from harm.
* Report all incidents and hazards promptly.
* Know what to do in the event of an emergency.
* Cooperate in implementing return to work plans.

**With your Team;*** Inform, develop, and equip your colleagues to carry out their work safely.
* Ensure prompt and accurate reporting and investigation of all workplace incidents and injuries.
* Assess all hazards promptly and ensure they are managed.
* Cooperate in implementing return to work plans.
 |  |

**PERSON SPECIFICATION**

The ideal applicant for this position will be able to fulfil the following criteria.

Required competencies:

A successful People and Culture Business Partner will demonstrate the following competencies;

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| --- | --- | --- |
| THOUGHT | Decision quality | * Make sound decisions, even in the absence of complete information.
* Rely on a mixture of analysis, wisdom, experience, and judgment when making decisions.
* Consider all relevant factors and uses appropriate decision-making criteria and principles.
* Recognise when a quick 80% solution will suffice. Able to complete tasks by specified deadlines
 |
| Business insight | * Have a grasp of how organisations function and generate revenue.
* Keep up with current and possible future policies, practices, and trends in the organisation, with the competition, and in the marketplace.
* Use knowledge of business drivers and how strategies and tactics play out in the market and guide actions.
 |
| Customer focus | * Gain insight into customer needs.
* Identify opportunities that benefit the customer.
* Build and delivers solutions that meet customer expectations.
* Establish and maintains effective customer relationships.
 |
| RESULTS | Ensure accountability | * Follow through on commitments and makes sure others do the same.
* Act with a clear sense of ownership.
* Take personal responsibility for decisions, actions, and failures.
* Establish clear responsibilities and processes for monitoring work and measuring results.
* Design feedback loops into work.
 |
| PEOPLE | Build effective teams | * Form teams with appropriate and diverse mix of styles, perspectives, and experiences.
* Establish common objectives and a shared mindset.
* Create a feeling of belonging and strong team morale.
* Share wins and rewards team efforts.
* Foster open dialogue and collaboration among the team.
 |
| Build networks | * Build strong formal and informal networks.
* Maintain relationships across a variety of functions and locations.
* Draw upon multiple relationships to exchange ideas, resources, and know-how.
 |
| Drive vision and purpose | * Talk about future possibilities in a positive way.
* Create milestones and symbols to rally support behind the vision.
* Articulate the vision in a way everyone can relate to.
* Create organisation-wide energy and optimism for the future.
* Show personal commitment to the vision.
 |
| Communicate effectively | * Is effective in a variety of communication settings: one-on-one, small, and large groups, or among diverse styles and position levels.
* Attentively listens to others.
* Adjusts to fit the audience and the message.
* Provides timely and helpful information to others across the organisation.
* Encourages the open expression of diverse ideas and opinions.
 |
| SELF | Instil trust | * Follows through on commitments.
* Is seen as direct and truthful.
* Keeps confidences.
* Put into practice what is advocated.
* Shows consistency between words and actions.
 |
| Situational adaptability | * Picks up on situational cues and adjusts in the moment.
* Readily adapts personal, interpersonal, and leadership behaviour.
* Understands that different situations may call for different approaches.
* Can act differently depending on the circumstances
 |

**Required experience/qualifications:**

Job Specific Knowledge and Skills;

* Sound working knowledge of NZ employment legislation, contexts and best practice
* Sound problem-solving ability
* Proven ability to build proactive interpersonal working relationships at all levels and to work effectively in a team environment
* Excellent oral and written communication skills
* High level of professionalism and skilled in conflict resolution and empowering leaders
* A working understanding of the Health and Safety at Work Act 2015 and to ensure the health and safety of all workers.

Job specific experience;

* A minimum of five years’ HR generalist experience at a business partnership level
* Experience in providing coaching, mentoring and advising senior managers and leaders across all people processes
* Development and delivery of HR & OD initiatives
* Has sound Human Resources experience and understanding of NZ employment legislation, frameworks, and case law
* Organisational Development experience an advantage
* Sound practical experience in risk management and prevention of harm
* Can learn new HR specialist information and systems quickly
* Understands and applies HR specialist knowledge to the job.

Qualifications and other requirements;

* Relevant tertiary qualification (Human Resource Management)
* Current, Full NZ Drivers Licence,
* High level of computer literacy and use of Microsoft Suite of applications and software, and ability to understand and test out technical software
* Demonstrated commitment to the principles of the Treaty of Waitangi and Te Ao Māori.

Relationship building skills:

* Agility within a complex adaptive environment
* Able to build rapport with people from a variety of backgrounds. Strong relationship building skills
* Able to build trust and confidence between the business enabling services and the programme delivery divisions.

# AUTHORISATION AND ACKNOWLEDGEMENT

The information contained in this position description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role.

This position description may be subject to change from time to time. Any such reorganisation of duties shall be the subject of discussion with the position incumbent.

Signing this position description indicates agreement and acceptance of the contents and conditions.

Acknowledged/ Accepted:

Employee Date

Manager Date