



Presbyterian Support
Upper South Island

Position Description

PEOPLE, CULTURE & WELLBEING MANAGER

Department: Central Support

Reporting to: Chief Executive Officer
Responsible to: Chief Executive Officer

Direct Reports: Volunteer Coordinator & Regional Support

ROLE DESCRIPTION

Reporting directly to the Chief Executive Officer (CEO), the People, Culture & Wellbeing Manager is a generalist HR leadership role that is key to developing and managing effective Human Resource systems, ensuring employment risk is well managed and organisational culture and wellbeing is at best practice levels at Presbyterian Support Upper South Island (PSUSI).

Key Relationships	Purpose of interaction
Internal Senior Leadership Team Team Leaders Volunteer Coordinators PSUSI Employees	Collaboration and guidance Support and guidance Support and guidance Support
External Key suppliers PSNZ staff	Liaison Liaison and information sharing

KEY ACCOUNTABILITIES AND EXPECTED PERFORMANCE OUTCOMES

Key Accountabilities	Expected Performance Outcomes
<p>People</p> <ol style="list-style-type: none"> 1. Ensure well-structured, clear and compliant people processes for the Presbyterian Support Upper South Island region and engage with positive continuous improvement of these systems. 2. Develop and maintain clear and compliant volunteer processes for recruitment, training and retention across the region focusing on consistency where possible 3. Develop and maintain key relationships internally and externally to support the effective functioning of the people systems 	<ul style="list-style-type: none"> • Develop, review and implement compliant and up to date HR policies and processes • Provide guidance and support to leaders to ensure people processes are managed within current agreements and legislative requirements • Coordinate and manage Leadership development programmes including budget, coordination and facilitation. Provide support to leadership team on other Learning & Development opportunities for employees. • Support workforce planning in conjunction with leaders and ensure succession planning is in place for key roles • Provide support to leaders with clear and timely employment relations and performance management support and guidance. • Continue to improve and develop the HRIS system and other digital HR processes to ensure effective time management of tasks. • Ensure HRIS system and digital files are kept up to date and accurate including monitoring of 1:2:1 and other task completion rates • Provide accurate and timely statistical data as requested for reporting to the Board • Collaborate with Finance & IT Manager and CEO on remuneration and reward framework, internal and external comparator reviews including Strategic Pay job evaluations and annual staff remuneration reviews • Monitor and update employment files in conjunction with leaders to ensure all necessary documentation is captured and up to date • Employment risk is minimised and • employment processes are well managed • Establish a good working relationship with peers within NZ Presbyterian Support regions
<p>Culture</p> <ol style="list-style-type: none"> 4. Maintain awareness of organisational culture, trends, challenges and opportunities and respond to these in a timely manner 5. Maintain awareness of external environment affecting the organisations landscape and provide proposed changes, reviews and directions to the Senior Leadership team 	<ul style="list-style-type: none"> • Responsibility for the bi-annual Staff Climate Survey and coordinate site workshops to develop action plans to improve 'neutral' or low scoring areas. Ensures this survey returns an engagement score of >85% • Monitor attrition rates and trends in leaver feedback reporting to the CEO and SLT where relevant for improvements

<p>6. Actively role model and promote the PSUSI values in day to day work and consider this lens for all process reviews</p>	<ul style="list-style-type: none"> • Feedback from employees regarding organisational improvements are considered and discussed in a timely manner • Attend leadership meetings, Health & Safety site meetings and other staff meetings where appropriate • Visit all sites informally a minimum of twice per year • Review & develop staff recognition policies and initiatives • Ensure PSUSI values are promoted and brought to life through role modeling and inclusion in processes where possible • Māori cultural as well as diversity and inclusion considerations are made when developing and reviewing policies and processes to ensure processes are equally serving to all employees.
<p>Wellbeing</p> <p>7. Develop, coordinate and facilitate wellbeing initiatives, policies and trainings to ensure PSUSI employees are well supported in their roles and that their wellbeing needs are met.</p> <p>8. Work in conjunction with Quality and Risk Manager for any cross over initiatives between the Health & Safety and Wellbeing space.</p>	<ul style="list-style-type: none"> • Develop and maintain an organisational wellbeing strategy and plan • Provide resources, tools and training to enhance employee wellbeing • Coordinate any central wellbeing event delivery such as Mental Health Awareness week and other recognition days • Leave management is in place to ensure staff are taking leave according to policy and leave accrual balances are reduced • Staff Climate Survey measures indicate • >85% of employees feel their wellbeing is supported by the organization
<p>9. Actively contributes to the sustainability of PSUSI services</p>	<ul style="list-style-type: none"> • Protects and promotes the PSUSI brand to ensure a positive reputation in the community • Is supportive of and actively contributes to fundraising and marketing initiatives where required.
<p>10. Stays up-to-date with advancements in field and has a focus on professional development</p>	<ul style="list-style-type: none"> • Professional development opportunities are sought proactively for self • Development requirements are signalled in advance to line manager for approval • Competence and skill level are maintained to perform role to highest ability • Maintains a good understanding of current best practice in field of work and adapts accordingly. • Preparation for and attendance at monthly 1-2-1 coaching sessions • Meets objectives set as annual performance reviews

<p>11. To continue to develop cultural practices which are inclusive of Māori cultural concepts, values, beliefs and practices, including commitment to the ongoing usage of Te Reo Māori.</p>	<ul style="list-style-type: none"> • Continued commitment to the development and achievement of PSUSI's cultural framework, Te Rauemi Atawhai • Where appropriate seeks assistance on cultural matters either internally or externally • Where appropriate, engages with our Māori Roopū and Kaiārahi to ensure the disadvantaged in our community have their needs met across social, cultural and economic sectors.
<p>12. Actively participates and contributes to Health, Safety & Wellbeing in the workplace.</p>	<ul style="list-style-type: none"> • Ensures that a safe and healthy working environment is maintained at all times • Actively contributes to a safety and wellbeing conscious culture and attend H&S meetings as required. • Complies with Health and Safety policies, regulations and legislation • Takes responsibility for own health and safety and ensures no action or inaction harms others in the workplace • Is aware and can identify hazards to which the organisation may be exposed and takes appropriate action accordingly • Has knowledge and is able to apply emergency procedures as required
<p>13. Attends to other duties as required</p>	<ul style="list-style-type: none"> • Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit the scope or the functions of this position. Duties and responsibilities can be amended within reason from time to time by Presbyterian Support Upper South Island.

PERSON SPECIFICATION

Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Qualification in Human Resource Management (or significant equivalent experience) 	<ul style="list-style-type: none"> • Emerging or Chartered status with HRNZ

Knowledge & Experience

Essential	Desirable
<ul style="list-style-type: none"> • A proven track record of working in a leadership role within the not-for-profit sector • Demonstratable success in leading delivery of excellent services • Experience in HR management systems and processes • A working knowledge of relevant legislation • Advanced computer skills with the ability to learn new database systems • Demonstrated ability to respect and adheres to confidentiality and professional boundaries • Sound skills in leading and supporting organisational change 	<ul style="list-style-type: none"> • Group facilitation experience • An understanding of tikanga Māori

Skills and Personal Attributes:

- A strategic thinker with experience in developing and implementing policy and process
- Strong organisational and administrative skills and the ability to manage complex and competing priorities effectively
- A demonstrated ability to lead innovation and improvement, and develop collaborative partnerships
- Ability to influence a positive, participatory, innovative and highly engaged employee culture with employee wellbeing in mind
- Possess highly developed interpersonal skills including staff, stakeholder relationships and collaboration skills
- Ability to manage confidential information with responsibility and integrity
- Ability to manage stress and handle emotional situations while retaining empathy
- Sound ability to establish and foster effective working relationships with Māori and other ethnic and cultural staff groups including a commitment to being bi-culturally confident and competent
- Be able to communicate clearly both orally and in writing
- A commitment to high quality of work and professionalism
- Commitment to the mission and values of Presbyterian Support Upper South Island
- Openness to and enjoyment of differences in values, beliefs and cultural practices
- Understanding of the principles of the Treaty of Waitangi