

Position Description | Te whakaturanga ō mahi Health New Zealand | Te Whatu Ora

Title	HR Business Partner			
Reports to	Reports to the Director HR Operations/Tier 2 (relevant portfolio)			
Location	District Locations			
Business Unit	People and Culture			
Direct Reports	0-1		Indirect Reports	0
Budget Size	Opex	0	Capex	0
Delegated Authority	HR	None	Finance	None
Date				
Job band				

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations.
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well.
3. Everyone will have equal access to high quality emergency and specialist care when they need it.
4. Digital services will provide more people the care they need in their homes and communities.
5. Health and care workers will be valued and well-trained for the future health system.

Organisational Impact

- Supports tangata whenua and mana whenua-led change to deliver mana motuhake and Māori input in the design, delivery and monitoring of health care.
- Supports the delivery of services that are accessible, appropriate and effective for all New Zealanders.

Te Mauri o Rongo – The New Zealand Health Charter

The foundation for how we ensure our people are empowered, safe and supported while working to deliver a successful healthcare system, is Te Mauri o Rongo – the New Zealand Health Charter. It guides all of us as we work towards a healthcare system that is more responsive to the needs of, and accessible to all people in Aotearoa New Zealand.

It applies to everyone in our organisation and sits alongside our Code of conduct as our guiding document.

Te Mauri o Rongo consists of four pou (pillars) within it, including:

Wairuatanga – working with heart, the strong sense of purpose and commitment to service that health workers bring to their mahi.

Rangatiratanga – as organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all.

Whanaungatanga – we are a team, and together a team of teams. Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe.

Te Korowai Āhuru – a cloak which seeks to provide safety and comfort to the workforce.

These values underpin how we relate to each other as we serve our whānau and communities.

Together we will do this by:

- caring for the people
- recognising, supporting and valuing our people and the work we all do
- working together to design and deliver services, and
- defining the competencies and behaviours we expect from everyone.

About the role

The primary purpose of the role is to:

- Be the strategic partner to the Business Unit contributing to the overall success of the district/region /function by working closely with senior leaders to deliver effective strategic People & Culture (P&C) initiatives, practices and systems that align to business requirements and goals; work collaboratively with P&C specialists to integrate service delivery and provide input into design of strategic initiatives and lead projects as and where required.
- Support and assist with the implementation of strategic P&C projects as well as transformational change across the district/service.
- Provide leadership to build sustainability, resilience and meaningful culturally safe connections, capabilities, assets, and services with the good of the New Zealand public health system in mind, now and for the future.

Key Result Area	Expected Outcomes / Performance Indicators
Business Enablement and Strategy	<ul style="list-style-type: none"> • Build business partnerships by understanding your customers' business requirements and challenges to meet strategic objectives. • Translate business needs and plans into performance requirements and employee initiatives.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> Lead the development of a relevant People Plan by integrating business strategy and National people priorities for the business unit/district. Anticipate needs and proactively recommend solutions. Communicate and advocate HR strategic initiatives within the business. Provide project management in a variety of programmes related to organisational effectiveness. Develop and maintain the service's goals and challenges (beyond the P&C function), to assist with the successful delivery of operational and strategic outcomes via relevant 100 day and annual/multi-year plans.
Change Management	<ul style="list-style-type: none"> Champion change and create positive challenges to leaders on fostering cultural change and people activity. Optimise transformational change efforts, by providing partnership support, for leading and managing change. Identify opportunities for improvement to services/functions/directorate/district considering the local context and challenges. Enable and support People Leaders to identify service/function optimisation opportunities and provide expert advice regarding consultation and change processes. Maintain awareness of relevant issues, policy obligations, insights, challenges, industry trends and practices and opportunities to recommend relevant and progressive solutions that help to optimise outcomes for the work led by this role. Responsible for the successful implementation of change management initiatives at a local/function/service level.
Organisational Design and Delivery	<ul style="list-style-type: none"> Identify local OD issues/needs within respective services and liaise where needed with either the Regional OD Lead or National OC&D team. Support the Regional OD Lead in the development and delivery of programmes and initiatives to support local priorities/issues within a national framework. Work with the National OC&D function to support and implement key OD programmes. Support managers to embed any such programmes as required. Facilitate and deliver national programmes as required.
Risk Management	<ul style="list-style-type: none"> Accountable for identifying and escalating people risks against applicable legislation, policies, frameworks and standards at a local/district/function level. Oversee and monitor the implementation of compliance and governance initiatives related to P&C at a local/district/function level. Escalate and report on key people risks that could impact on the wider district/function to relevant stakeholders.

Key Result Area	Expected Outcomes / Performance Indicators
Employee Engagement and Wellness	<ul style="list-style-type: none"> • Promote national guidelines, policies and tools to enable higher levels of employee motivation, engagement and empowerment. • Ensure engagement with people leaders on matters that enhance employee engagement. • Work with leaders to improve work relationship, build morale and increase productivity and retention. • Work in partnership with OC&D to offer solutions, approaches and frameworks to senior management to support employee engagement. • Guide, coach and model appropriate values driven leadership. • Ensure fairness and organisational consistency aligned to our values and performance expectations.
Talent Management (performance management, L&D, career management, succession planning, people planning, sourcing and retention)	<ul style="list-style-type: none"> • Drive the talent management agenda for the business unit. • Provide guidance to managers including coaching, career development, and corrective action as appropriate. • Support and provide guidance on succession planning and build bench strength. • Work with line managers to identify development needs for high potential/high performing employees. • Provide guidance and support where required around managing poor performance.
Employee Relations	<ul style="list-style-type: none"> • Collaborate with ER specialist services to ensure complex ER matters are addressed appropriately. • Advise and coach on complex disciplinary matters, grievances, disadvantage claims, ERA and mediation matters. • Understand the employee relations climate at a local level and partners with IR advisors/specialists on any wider IR matters impacting at a local level. • Consider and communicate impact of decisions and actions on wider employee relations, precedents, morale and reputational risk. • Educate and coach managers on legislation and policy application. • Actively seek dispute prevention/resolution strategies to resolve workplace conflict. • Escalate risk to the Director HR Operations appropriately. • Foster a healthy and constructive relationship with key stakeholders including union partners.
Analytics and Data Management	<ul style="list-style-type: none"> • Understand and use evidence-based P&C metrics to drive business performance and outcomes. • Develop strategies, tactics to mitigate any people risks – proposes possible solutions. • Evaluate the impact of P&C interventions on business performance, costs and proposes solutions which demonstrate ROI of P&C initiatives.

Key Result Area	Expected Outcomes / Performance Indicators
	<ul style="list-style-type: none"> Ensure that relevant short and longer-term measures and management reporting underpins effectiveness monitoring of all strategies, frameworks, programmes and initiatives.
Innovation and Improvement	<ul style="list-style-type: none"> Is open to new ideas and create a culture where individuals at all levels bring their ideas on how to 'do it better' to the table. Models an agile approach – tries new approaches, learns quickly, adapts fast. Develops and maintains appropriate external networks to support current knowledge of leading practices.
Collaboration and Relationship Management	<ul style="list-style-type: none"> Models good team player behaviour, working with colleagues to not allow silo thinking and behaviour at decision making level to get in the way of doing our best and collegially supports others to do the same.
Health & Safety	<ul style="list-style-type: none"> Exercise leadership and due diligence in Health and Safety matters and ensures the successful implementation of Health and Safety strategy and initiatives. Takes all reasonably practicable steps to eliminate and mitigate risks and hazards in the workplace that could cause harm, placing employee, contractor and others' health, safety, and wellbeing centrally, alongside high-quality patient outcomes. Lead, champion, and promote continual improvement in health and wellbeing to create a healthy and safe culture.
Compliance and Risk	<ul style="list-style-type: none"> Take responsibility to ensure appropriate risk reporting, management and mitigation activities are in place. Ensure compliance with all relevant statutory, safety and regulatory requirements applicable to the business unit. Understand, and operate within, the financial and operational delegations of their role, ensuring peers and team members are also similarly aware.

Matters which must be referred to the Director HR Operations

- Key risks identified for business unit and district wide
- Delegations as outlined in DFA

Relationships

External	Internal
<ul style="list-style-type: none"> Union partners Mediation Services External legal services Suppliers e.g. coaching Health sector providers 	<ul style="list-style-type: none"> Chief People and Culture Officer Regional P&C Officers People & Culture SLT members e.g. Head of OD, National People Operations etc Director HR Operations Wider P&C Partnering team members People & Culture specialist functions e.g. Organisational Development, Industrial Relations

- Key stakeholders e.g. Group Director Operations, local district/business unit leadership teams
- Legal team
- Union delegates
- People Leaders

About you – to succeed in this role

You will have

Essential:

- An HR/Business/Psychology degree, or significant relevant HR/OD experience.
- Experience in implementing Te Tiriti o Waitangi in action
- Minimum of 5-8 years' experience as an HR Business Partner/Generalist in a complex organisation.
- Practical and demonstrated working knowledge of New Zealand employment legislation, employment relations and industrial relations experience.
- Demonstrated professional and personal credibility while operating with integrity and transparency.
- Ability to make difficult and challenging decisions that support strategic goals and vision.
- Ability to influence at all levels of the organisation.
- An exceptional communicator, able to create impact and demonstrate proactive stakeholder relationships.
- Have experience in a complex and or unionised environment.

Desired:

- Demonstrated knowledge of the NZ Health Sector.

You will be able to

Essential:

- Maintain composure when dealing with competing priorities with complexities.
- Comfortably handle risk and adversity.
- Operate in the grey and ambiguity.
- Decide and act without having the total picture.
- Effectively cope with change.
- Shift gears comfortably.
- Has the ability to pivot and move on when if priorities change.
- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role.
- Demonstrate the values, attitudes and behaviours of New Zealand Health Charter | Te Mauri o Rongo.
- Build credibility and trust through business acumen and delivering results.
- Be action-oriented, driven and shows initiative.

- Focus the business on developing capability by aligning strategy, organisation, culture, process, practices and behaviours.
- Delivers influence through clear, high impact communication.
- Be logical and display critical thinking; able to break down issues, propose solutions and close off tasks.
- Listen, be empathetic, can consider others' perspectives.
- Multi-task and juggle volume, complexity and conflicting demands.
- Be calm under pressure and willing to contribute to the team's objectives and successes.
- Work at pace, push own limits, and offer flexibility if required
- Be engaging; able to influence
- Be professional and considers the reputation of the HR function, as well as the teams within
- Learn and develop own skills and abilities, but will complete any reasonable task as required

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.

SELECTION CRITERIA

Critical knowledge, skills and attributes, including specific cultural and/or language requirements

1. 5-8 years' experience working in a related function (Senior HR Practitioner) within a complex organisation, with practical knowledge of employment legislation, employment relations and or industrial relations experience. Can demonstrate a people and solutions focussed style.
2. Proven experience in managing relationships and developing and maintaining personal credibility with stakeholders. Able to create networks quickly. Experienced in union engagement.
3. Can monitor and analyse performance to ensure the quality of work, identify areas of improvement, problem solve, and make sound decisions to achieve goals.
4. Ability to think, plan and act strategically and operationally, to connect with and inspire action from people in a pressurised environment. Demonstrates inclusive leadership and management skills able to maximise the quality and contributions of individuals and teams to drive outcomes.
5. Able to demonstrate an understanding of Pae Ora (Healthy Futures) Act 2022. Proven ability to embed in practice and lived experience, the significance and obligations of Te Tiriti o Waitangi, your commitment to equity and the 5 Principles of WAI2575

Essential qualifications, certifications and/or

- At a minimum, graduate qualification in HR, Leadership or Business.

<i>professional registrations required</i>	<ul style="list-style-type: none">• HRINZ or AHRI chartered accreditation/ certification desirable.
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