

Statement of Accountability:

Kaitohutohu Tangata me te Ahurea
People and Culture Advisor

Role Context

The role of People and Culture is to contribute to Stepping Stone Trust's values, purpose and passion. The vision of this team is in engaging, empowering and making a difference to those that care for Tangata Whaiora in our care.

Role, Purpose and Scope of Role

*He aha te mea nui o te Ao?
he tāngata, he tāngata, he tāngata*

What is the most important thing in the world?

It is people, it is people, it is people

We provide exceptional, seamless, and professional People and Culture Management, Health and Safety Leadership, and Organisational Development services.

We are committed to working with our leaders and people to develop a willing, contributing and positive organisational culture that is agile, supports continuous improvement, and contributes to Stepping Stone Trust's success.

Key Relationships

Accountable / Reports to

People & Culture Manager (P&C Manager)

Relationships With

- People & Culture team
- Rosters Coordinator
- Service Managers (SM)
- Team Leaders (TL)
- SST staff
- External organisations (eg. IRD, Zambion, external recruitment companies)
- Unions & external agencies

My role responsibilities

Core responsibilities

Note: Core responsibilities apply across the advisory team, all members have an active part in delivery

Human Resource Management

Build and maintain a deep knowledge of P&C policies, practices and key trends including employment and industrial relations and national legislative standards and applications.

- Interpret and provide advice on policies, union agreements and terms and conditions of employment
- Provide advice and support to managers on moderately complex people issues, escalate as appropriate
- Use an approach of cultural diversity to HRM practices
- Provide on-boarding/off-boarding/cross-boarding support to managers as required
- Maintain HRIS and employment records as required to meet compliance obligations.

Continuous Improvement and Projects

- Continuously look for, and take action, to improve the efficiency and effectiveness of P&C services
- Participate in and/or lead projects which support the alignment of the organisation's values and strategic plan
- Support broader P&C initiatives by ensuring continuity and successful delivery of functional services
- Work on specific projects as tasked by the P&C Manager
- Contribute to a constructive culture which enhances SST's people experience.

Recruitment

My responsibilities:

- ✓ Contribute to the design and implement overall recruiting strategy
- ✓ Develop and update job descriptions and job specifications
- ✓ Perform job and task analysis to document job requirements and objectives
- ✓ Prepare recruitment materials and post jobs to external recruitment organisations, utilising their services to create market-ready ads to be posted on the major job sites (e.g. Seek, LinkedIn)
- ✓ Source and recruit candidates by using databases, social media etc
- ✓ Screen candidates resumes and job applications
- ✓ Conduct interviews using various reliable recruiting and selection tools/methods to filter candidates within schedule
- ✓ Onboard new employees in order to become fully integrated
- ✓ Monitor and apply P&C recruiting best practices
- ✓ Provide analytical and well documented recruiting reports to the rest of the team
- ✓ Act as a point of contact and build influential candidate relationships during the selection process
- ✓ Promote company's reputation as "best place to work".

I'm successful in my role when:

- ✓ My customers' needs are met
- ✓ Our workforce needs are met
- ✓ All staff are onboarded and supported to succeed
- ✓ I contribute to the culture of SST as an employer of choice.

Performance & Development

My responsibilities:

- ✓ Be the Trakstar champion (electronic appraisal portal)
- ✓ In partnership with managers develop KPI's and author into Trakstar
- ✓ Coach managers and staff in the use of Trakstar
- ✓ In partnership with the P&C manager moderate appraisals/ feedback on an ongoing basis.

I'm successful in my role when:

- ✓ My customers' needs are met
- ✓ Appraisal discussions are integrated into everyday connections and recorded
- ✓ Appraisals provide a gateway for individual and organisational success
- ✓ Staff feedback embraces Trakstar and the processes within
- ✓ I contribute to the culture of SST as an employer of choice.

Remuneration

My responsibilities:

- ✓ Coordinate job sizing practices in partnership with the P&C Manager
- ✓ Maintain job data (metrics)
- ✓ Contribute to market data surveys as required
- ✓ Work collaboratively with the P&C Manager to ensure relativity across responsibilities
- ✓ Be familiar with related union agreements, terms and conditions (including pay scales)
- ✓ Identify and escalate remuneration discrepancies
- ✓ Apply remuneration recommendations within competency scales – escalate as required.

I'm successful in my role when:

- ✓ My customers' needs are met
- ✓ Remuneration practices are within SST's remuneration strategy
- ✓ Relativity across gender, job and sector meets acceptable standards
- ✓ Remuneration database is up to date and applicable to the current workforce
- ✓ Managers understand and apply job sizing methodologies
- ✓ I contribute to the culture of SST as an employer of choice.

Secondary responsibilities

Note: the following responsibilities are flexible across the advisory team, agreement on secondary responsibilities are defined within formal offers and by negotiation.

Learning & Development

My responsibilities:

- ✓ Create and execute learning strategies and programs
- ✓ Evaluate individual and organizational development needs
- ✓ Implement various learning methods (e.g. coaching, job-shadowing, online training)
- ✓ Assist in the development, writing and testing of new training modules, provide skills-based training and support to staff, as well as moderating and assessing internal training programmes against internal standards that guarantee staff are trained to the standards required by HDANZ
- ✓ Design and deliver e-learning courses, workshops and other trainings within SST's LMS - 'Clip'
- ✓ Assess the success of development plans and help employees make the most of learning opportunities
- ✓ Help managers develop their team members through career pathing
- ✓ Develop and implement learning strategies and programs
- ✓ Oversee an annual training calendar, recording each staff member's completion of training modules/professional registrations as applicable to their role, and provide reminders when refreshers are due
- ✓ Arrange trainings with internal/external providers as needed ensuring cost, venue, dates, time etc. are well covered/documented as required - e.g. First Aid, ICIM, Recovery Star.

I'm successful in my role when:

- ✓ My customers' needs are met
- ✓ Our Training & Development needs are met
- ✓ Organisational capability meets/exceeds workflow needs
- ✓ I contribute to the culture of SST as an employer of choice.

Payroll

My responsibilities:

- ✓ Be the Zambion Champion (payroll package) and seek continuous improvement within this system
- ✓ Keep up to date on current legislation and how it is applied within payroll records
- ✓ Work to and achieve 100% accuracy in payroll transactions
- ✓ Maintain payroll reporting to required standards
- ✓ Take a walk in the customers shoes and exceed expectations.

I'm successful in my role when:

- ✓ My customers' needs are met
- ✓ Payroll is administered accurately on time every time
- ✓ I contribute to the culture of SST as an employer of choice.

Education and Qualifications

Minimum 3+ years as a Generalist HR Advisor

Tertiary qualification majoring in human resource management, employment relations, management or industrial psychology or Business Management.

Proven experience/exposure across the breadth of HR Management.

Technical or Professional Knowledge, Skills and Experience

Attributes

- Warm personality to engage in person and via telephone
- Demonstrates systems thinking to progress admin. tasks
- Demonstrated ability to stay calm in high pressure situations
- Logical and structural thinker
- Task oriented, organised in self and work practice
- Honed customer services, communication abilities
- Appropriately assertive (balance empathy, with firmness).

Knowledge

- Knowledge about using/implementing cultural diversity frameworks (e.g., using a Kaupapa Māori approach)
- Able to adapt quickly to software requirements – computer aware
- Intermediate computer skills, particularly in Windows software with the ability to learn new systems fast
- Familiar with field-based software systems (an advantage)
- Working knowledge of the mental health sector (preferred).

General Competencies

Alignment to Core Values

Alignment to the vision, mission, and core values of SST

Teamwork

Maintains healthy team relationships especially with respect to handling conflict; aware of differences in personalities and the importance of positive relationships to achieve outcomes

Teachable

Desires to learn best practice; follows instruction

Communication

Develops rapport easily; addresses issues positively; competent in verbal and written communication

Team Fit

Aligns with team's values and composition; aware of own strengths and how they affect other people in the team

Verification

We agree that this Statement of Accountability accurately reflects the key responsibilities of the position at today's date.

Manager's Signature:

Manager's Name:

Date:

Employee's Signature:

Employee's Full Name:

Date:

This Statement of Accountability will be reviewed at least once a year during the course of the Performance Review Meetings. Any changes which need to be made will be signed off by the responsible Senior Management Team member, and People & Culture.

Stepping Stone Trust aims to provide a safe workplace, where nobody is placed in an environment or asked to do anything which will result in physical or mental harm. Here are some of environments and potential hazards that might be encountered in this role.

*Those in **bold** represent the likely environments of this position*

Office	Residential facilities	Outdoors
Vehicle	Private home	Community

*Those in **bold** represent the likely hazards of this position*

PHYSICAL	BIOLOGICAL	TEMPERATURE
Hand and portable tools Mechanical handling Stacking and storage Transportation (car etc) Confined space / working at heights Ventilation Working at heights in walkways and aisles Equipment guards Energy isolation Noise	Insects Bacteria Animals (e.g. Rats)	Extremes of heat or cold Hot substances / products Fire hazard
	CHEMICAL	PHYSIOLOGICAL (Possible catalysts for stress and / or fatigue)
	Chemicals and other substances Mist and/or Dust Dangerous Goods	Times of increased intensity or duration of workload Organisational demands of work (e.g. 24-hour availability)
	RADIATION	Tight deadlines Provision of support to others during peak periods Shift work
	Infra –red, ultraviolet Microwave	
LIGHTING	VIBRATIONS	
Lighting levels	Vibrating platforms	
ERGONOMIC	POWER SYSTEMS	EMERGENCY RESPONSE
Manual handling Work station set-up	Electrical Hydraulic	Responsible for items to be secured e.g. earthquake Evacuation routes

*Those in **bold** represent the essential physical requirements of this position*

TYPE	FREQ.	TYPE	FREQ.	TYPE	FREQ.
Stooping	O	Sedentary – sitting	F	Lifting / manual handling	O
Pulling	O	Kneeling	O	Grasping	O
Crouching	O	Typing	F	Crawling	R
Talking	C	Reaching	O	Hearing	C
Standing	O	Repetitive hand motions	O	Fine finger motions	O
Walking	F	Pushing	O	Driving	F
Climbing	R	Other – please record:			

Note: **C** = Constantly: 67-100%; **F** = Frequently: 34 – 66%; **O** = Occasionally: 1 – 33%; **R** = Rarely: 0 – 1%

*Those in **bold** represent the visual requirements of this position*

Close vision	Distance vision	Colour vision
Ability to focus	No special vision requirements	