

POSITION DESCRIPTION

Title:	People & Culture (P&C) Advisor
Reporting to:	General Manager People & Culture (GMP&C)
Direct Reports:	N/A

PURPOSE OF POSITION

The People & Culture (P&C) Advisor reports to General Manager People & Culture (GMP&C) and is a member of the People & Culture (P&C) team of MainPower New Zealand Limited (the Company).

The P&C Advisor takes accountability for excellence through people, by ensuring MainPower has the best people operating to the best of their abilities. In fulfilling these accountabilities, the P&C Advisor will support the development of and will implement people resource strategies, create and nurture an engaged and high performing work force, coach managers so that they are empowered to proactively manage their people effectively and confidently and ensure the people related policies and procedures are best practice and are executed consistently throughout the Organisation.

POSITION VALUES

The P&C Advisor maintains a high level of professionalism and integrity, and is actively involved in decision making, drives new and better ways of operating MainPower core people processes and contributes to the overall wellbeing and progress of the business while ensuring the values of the Company are upheld at all times.

KEY RELATIONSHIPS – INTERNAL AND EXTERNAL

- GMP&C and the P&C Team
- All line managers throughout the Organisation
- All staff within the Organisation
- External advisors and suppliers

ACCOUNTABILITIES	RESPONSIBILITIES AND PERFORMANCE MEASURE
<p>People & Culture Planning Supports the planning of a People Strategy and executes the P&C plans and strategies across the Organisation.</p>	<ul style="list-style-type: none"> • Supports the development of a strategic people resource plans detailing objectives and the initiatives required to achieve these. • Supports the development of an annual operating plan and budget to implement this strategy together with Key Performance Indicators for approval by the CEO. • Implements the approved operating plan, reporting monthly on achievement of goals, KPI's and expenditure versus budget.
<p>Practices, Policies and Procedures Ensures that all people and performance practices, policies and procedures are best practice and align with the objectives and culture of the Organisation. Ensures all practices, policies and procedures are consistently implemented across the Organisation.</p>	<ul style="list-style-type: none"> • Develops and maintains a comprehensive toolkit of processes, systems and policies around people and performance ensuring they are regularly reviewed for simplicity and effectiveness. • Implements and provides coaching around all of the processes, systems and policies to all line managers ensuring consistent, high-quality application. • Supports the line managers with the implementation of policies, practices and procedures as appropriate. • Creates business cases for the development and implementation of systems for review by the GMP&C and where such development and implementation exceed the cost/expense delegation of the GMP&C.
<p>Performance Management, Learning and Development In accordance with the strategic and operating plans for P&C, ensures all employees are supported and encouraged in their professional development to enable the Organisation to effectively meet its business and people-based objectives.</p>	<ul style="list-style-type: none"> • Develops and regularly reviews all performance appraisal, learning and professional development processes and practices ensuring simple and practical systems for measuring performance against key performance measures and enabling access to appropriate learning and development for all employees. • Supports line managers in the performance appraisal process ensuring that they understand the process and the conversations that are to be undertaken during this process. Provides coaching as required. • Supports line managers in ensuring comprehensive training and development plans are in place for all employees and that training, learning and development opportunities are fully considered and implemented.
<p>Talent Acquisition and Management In accordance with the strategic and operating plans for P&C, implements a Talent Acquisition and Management strategy to ensure the company has</p>	<ul style="list-style-type: none"> • In conjunction with the GMP&C and line managers, develops an annual talent acquisition strategy and operating plan for all parts of the business. Ensures plans are such that line managers accept ownership and take responsibility for the acquisition of talent in their respective parts of the business.

<p>the right people employed doing the right tasks. Supports the line managers in recruitment process.</p>	<ul style="list-style-type: none"> • Together with line managers, implements the talent acquisition strategy and plan, providing proactive support to line managers. • Develops and keeps current practical and simple recruitment processes and systems that support line managers to recruit and acquire talent for their functions in the business. • Coaches line managers on recruitment process and practices to ensure good decision making throughout the talent acquisition cycle. • In conjunction with the line managers, develops and keeps current a comprehensive and relevant Induction Programme for all new recruits to the business. • Supports the line managers to ensure the Induction Programme is tailored to the particular roles of the new recruit and implemented successfully.
<p>Culture and Employee Engagement Proactively manages and leads initiatives to support the culture and a high level of engagement throughout the business by all employees</p>	<ul style="list-style-type: none"> • In conjunction with the GMP&C, creates a comprehensive and collaborative process across all employees to continuously review, consider and “live” the values of the Organisation. Together with the CEO, Senior Management team and line managers, understand, clearly communicate and model behaviours that support the values of the Organisation; ensuring opportunity for recognition of employees who effectively “live” and model these behaviours. • As agreed with the GMP&C; measures culture and employee engagement using approved models and systems and together with the Senior Management Team, and line managers, addresses issues and challenges in a positive and proactive way to enhance culture and engagement. • In collaboration with the Senior Management Team and line managers develops a programme of activities, relevant to each function within the Organisation and for the Organisation as a whole to nurture and enhance the culture and engagement of employees and supports the implementation of these activities by line managers across the business. • Develops a communications policy and process on the methods for communicating key people and performance information to all (or selected) employees. Guides line managers on this communication process and ensures that employees are regularly and effectively communicated with.
<p>Rewards and Recognition Ensures the rewards and recognition policies and programmes within the</p>	<ul style="list-style-type: none"> • In conjunction with the GMP&C, develops a comprehensive rewards and recognition system that supports the behaviours and performance objectives of the Organisation. Regularly

<p>Organisation are relevant and up to date and align with the strategy and objectives of the Organisation.</p>	<p>reviews this system to ensure market parity and relevance to Organisation objectives.</p> <ul style="list-style-type: none"> • With the line managers, implements this system, providing coaching and support to line managers as necessary; ensuring consistent application of the systems and programmes.
<p>Reporting and Teamwork</p> <p>Contributes to the wider team as required to achieve Organisation objectives.</p>	<ul style="list-style-type: none"> • As agreed with the GMP&C, prepares a monthly report or ad hoc reports on areas of accountability detailing performance against KPI's and objectives together with challenges, areas of concern or particular success. • Prepares the -P&C board paper for review by the GMP&C, as required. Ensures the GMP&C is immediately made aware of issues regarding any employees that could potentially lead to liability for the Organisation including potential or actual personal grievances, disciplinary action for alleged serious misconduct and serious health and safety incidents. • Supporting with the ongoing maintenance and development, P&C team projects/integrations of the HRIS to improve processes, documentation, and reporting, • Performs any other such tasks as may be reasonably requested from time to time by the GMP&C.
<p>Documentation</p> <p>Supports Company practices by ensuring all administration processes and procedures are best practice and report to the GMP&C on all areas of responsibility as required</p>	<ul style="list-style-type: none"> • Maintain a full understanding of all the Company's policies, procedures and practices. • Keeping accurate records of updates and discussions for handover to the relevant department or person. • Continuously evaluate and identify any opportunities or areas to drive improvement that can impact both the Company and the customer experience. • Maintain accurate Company records through updating customer and operational databases, electronic scanning of record documents and hard copy filing.
<p>Health and Safety Support</p> <p>Provide support to the P&C department to contribute towards a culture of health and safety</p>	<ul style="list-style-type: none"> • Positively contribute to the Company's health and safety culture through active support and adherence to internal policies and procedures. • Models behaviours that promote HSEQ practices, policies and values of the Company.
<p>Team Participation</p> <p>Contribute to, and work with the P&C team and wider Company, to deliver a constructive workplace culture</p>	<ul style="list-style-type: none"> • Ensure the GMP&C is made aware of issues and kept informed of developments relating to dispatch and customer services. • Provide quality service and administration support to teams within the business when required.

	<ul style="list-style-type: none"> • Provide support to MainPower during emergency response and adverse weather events. This support may include work that draws on current or past experience within the industry or secondment to other areas of the business as required in order to provide support to the customer and community. • Participate fully in meetings with colleagues, contributing as appropriate and supporting colleagues as required. • Support the team to achieve goals and objectives and acknowledge team achievements. • Undertake any further responsibilities as reasonably requested by the GMP&C.
<p>Professional Development Undertake all professional development required to fulfil P&C Advisor competencies and accountabilities</p>	<ul style="list-style-type: none"> • Actively participate in all performance reviews with the GMP&C. • In conjunction with the GMP&C, prepare and keep current a professional development plan.

COMPETENCIES – ATTRIBUTES AND BEHAVIOURS

In order to be effective in the position, the People & Culture Advisor shall have and be able to, consistently demonstrate the attributes and behaviours described below.

- Actively demonstrate professionalism throughout the Company and the industry and be a credible and trustworthy person who holds the respect and loyalty of all stakeholders.
- Be proactive, energetic, enthusiastic and positive in all dealings with colleagues and customers.
- Have tenacity in pursuing goals, show focus in the face of opposition and ensure personal goals are aligned with the company objectives.
- Positively contribute to the Company’s health and safety culture through active support and adherence to internal policies and procedures.
- Demonstrate a strong understanding and commitment to the values of the Company.
- Actively work to support the goals and objectives of others in the wider business.
- Make and implement timely decisions that have broad impact across the Company.
- Actively plans objectives and the direction of areas of responsibility.
- Regularly update knowledge and skill through effective training and education.
- Understanding of contract law in the fields of payments terms, liabilities, public indemnity, professional indemnity, intellectual property, transfer of ownership etc.

COMPETENCIES – SKILLS AND EXPERIENCE

In order to be effective in the position, the People & Culture Advisor shall have and be able to demonstrate, the following skills and experience.

- Is an experienced P&C Advisor; providing operational support to line managers in a commercial environment.
- May hold a relevant tertiary qualification.

- Strong working knowledge and understanding of HR Information Systems is preferred.
- You have excellent interpersonal skills and possess the ability to build relationships and trust.
- Advocating and empathising – you have the ability to handle complaints and frustrated customers.
- You are motivated and driven – you volunteer for new challenges without being asked.
- You are a good planner with the ability to prioritise work load.
- Competent user of electronic devices, Microsoft programmes, and the ability to quickly adapt to new technologies and systems.
- You have a professional and results orientated approach with good business and customer focus.
- Maintains a high degree of accuracy in recording, checking documents and providing information.
- An ability to take initiative combined with sound judgement.
- Calm under pressure – you think on your feet.

This document is not intended to be exhaustive in terms of detailing the role and responsibilities of the position but to provide a 'flavour' of the requirements of the role – you may also be asked to complete other duties for the betterment of the business from time to time.