

English Language Partners New Zealand

Who we are:

English Language Partners New Zealand (ELP) is a national not-for-profit organisation working with former refugees and migrants and operates in 21 locations throughout the country. We deliver English language tuition and settlement support to adults through a range of services. We are a NZQA Category 1 provider, and our activities are primarily funded by the Tertiary Education Commission. Our national office is in Wellington.

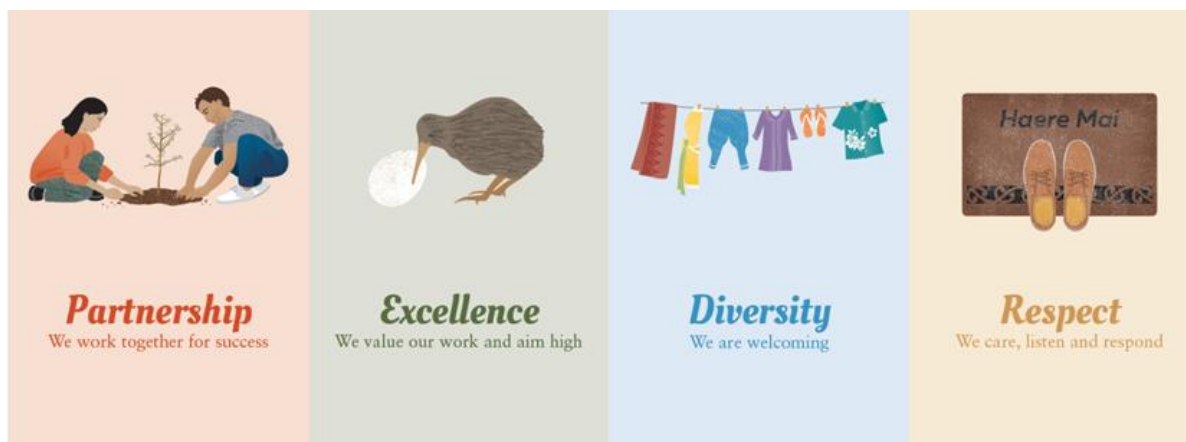
Our vision:

Former refugees and migrants settle well and succeed in Aotearoa New Zealand.

Our purpose:

We teach English and support people to settle, work and succeed.

Our values:



People & Culture Advisor

Why I'm here:

The People & Culture Advisor (PCA) is responsible for the operational delivery of effective human resources, payroll and wellbeing functions at English Language Partners New Zealand (ELP).

As a member of the People, Property and Wellbeing team, the PCA actively contributes to the leadership and management of the organisation and supports the Head of People, Property and

Wellbeing (Head of PPW) to ensure that ELP is employee-oriented and has a high performance and inclusive culture.

The PCA oversees and manages the operational day- to-day delivery of all Human Resources (HR) services and advice, and payroll services, to ensure the organisation meets its legislative and regulatory obligations and has sound HR policies, practices and systems in place.

The PCA is the Privacy Officer for ELP.

Reporting to: Head of People, Property and Wellbeing (Head of PPW)

My team Two direct reports:

1. Senior Payroll Officer (1FTE)
2. People and Culture Administrator (0.8FTE)

Location: National Office

Working with: All ELP staff, volunteers, and contractors. Your key relationships will be with the SMT, Centre Managers, your team, National Office Team, other professional bodies and project partners.

Last Review: January 2024

KEY ACCOUNTABILITIES	KEY OUTCOMES
1. Recruitment and Onboarding <i>Supports managers by providing a professional, efficient end to end recruitment service, that results in the attraction and appointment of top talent and a great candidate experience.</i>	<ul style="list-style-type: none">• Review and update position descriptions and ensure they are assessed via Strategic Pay.• Approve ads, provide advice on, and oversee recruitment campaigns and ensure top quality, responsive candidate management throughout the application process.• Liaise with recruitment agencies (as needed).• Assist with interviews for national office roles and Centre roles as needed, drafting interview questions and prepping hiring manager for interviews.• Complete reference checks and arrange psychometric testing if required.• Provide recommendations regarding employment offers.• Oversee onboarding tasks are completed as needed for National Office and ensure onboarding systems are maintained.
2. Operational HR and Payroll Management <i>The employee experience is developed and enhanced to</i>	<ul style="list-style-type: none">• Oversee the delivery of a seamless employee experience across all points of the employee lifecycle, including recruitment, onboarding, induction, learning and development, performance reviews and exits.

KEY ACCOUNTABILITIES	KEY OUTCOMES
<p><i>create high-value and memorable touchpoints through the employee lifecycle.</i></p> <p><i>Payroll and employment documentation are compliant and meet audit standards.</i></p>	<ul style="list-style-type: none"> • Oversee the preparation of all employment documentation including Individual Employment Agreements and variations to agreements (in collaboration with the P&C Administrator and Senior Payroll Officer). • Ensure quality employment records are held for all staff (meeting audit standards). • Support ELP's Payroll function and services and provide direction to payroll as required • Be the P&C lead on organisational projects that involve or impact the payroll function. • Ensure that all payroll and HR regulatory requirements are met, including formal returns (e.g. IRD) in accordance with relevant legislation. • Contribute to annual budget and pay increase planning. • In collaboration with the Head of PPW and Senior Advisor-Health, Safety and Wellbeing (SA-HSW), ensure all HR activities (including advice and support) comply with the organisation's H&S policies and relevant legislation and support a workplace culture that promotes health and wellbeing.
<p>3. Learning and Development</p> <p><i>Learning & Development opportunities are provided that support the organisation and employees to meet their goals.</i></p>	<ul style="list-style-type: none"> • Support the annual performance and development planning and review process (Performance Development Conversations) including supporting managers and their teams to complete theirs on-time and researching/advising on options to enhance ELP's performance and development framework. • In partnership with the Head of PPW and Programmes Team identify learning and development needs and appropriate professional development plans for all staff • Oversee the implementation and monitoring of annual training plans, training calendars and events. • Oversee the development of P&C-related training materials for staff, including induction modules, workshops, staff manuals and reports
<p>4. Employment support services</p> <p><i>ELP Managers are supported and empowered to manage workplace changes and issues in a positive and safe way.</i></p>	<ul style="list-style-type: none"> • Provide practical advice and support to managers around HR issues, transferring knowledge and skill for their own management of future issues. • Provide advice on performance management and disciplinary processes, and engage legal services within delegated authority, to ensure the best possible outcome for ELPNZ. Escalate non-routine ER matters and organisational risk to the Head of PPW in accordance with delegated authority. • Work with the CE, Head of PPW and SMT to maintain a staff structure that supports the achievement of ELP objectives and support staff through organisational change processes when needed.

KEY ACCOUNTABILITIES	KEY OUTCOMES
	<ul style="list-style-type: none"> • Ensure that organisational change is completed in a fair, respectful and transparent way that is legislatively compliant.
<p>5. Business planning, policies and processes</p> <p><i>ELP's policies, procedures and systems deliver a great employee experience that meets ELP's strategic goals.</i></p>	<ul style="list-style-type: none"> • With the Head of PPW, contribute to the development and review of P&C policies and procedures, on a scheduled basis ensuring they are future-focused and created in-line with relevant legislation, ELP'S values and desired culture. • Make recommendations for change to the Head of PPW as appropriate • Support the adoption and implementation of policies and procedures throughout the organisation. • Keep abreast of emerging employment issues and legislation changes and advise Head of PPW on potential impacts for ELPNZ, suggesting recommended enhancements in process or policies. • With the Head of People, Property and Wellbeing, contribute to the development and implementation of the People, Property and Wellbeing business plan and undertake organisational development projects as needed. • With the Head of PPW, contribute to project communications, including facilitating working groups, developing key messages and communication materials, promoting, and posting information internally on Teams and myELP. • Maintain and contribute (with the Head of PPW) to the ongoing development of HRIS, Jotform and other systems e.g. performance management system (Roadmap) and processes in order that performance management, development and education records are all kept up to date. • Oversee effective and timely HR data gathering to inform Board reporting, P&C projects, and business planning.
<p>6. Privacy Officer</p> <p><i>Privacy at ELP is well understood and privacy risks are well managed</i></p>	<ul style="list-style-type: none"> • Act as the Privacy Officer for ELP. • Develop, implement, and maintains systems, processes and seek to lead a culture at ELP to protect personal information and prevent unintended disclosure. • Manage the processes for identifying and mitigating privacy risks. • Manage privacy breaches to contain and prevent (further) harm, investigate, identify and remedy cause, and escalate and report where required, ensuring compliance with legislation. • Privacy Champion for ELP, educating and promoting good practices supported by policy and systems/processes.
<p>7. Staff management</p>	<ul style="list-style-type: none"> • Inspire, motivate, lead, and support your team to deliver ELP's vision and strategic plan through role modelling ELP values.

KEY ACCOUNTABILITIES	KEY OUTCOMES
<i>Your team has clarity in their respective areas and work collaboratively to support overlapping activities.</i>	<ul style="list-style-type: none"> • Work with direct reports to establish workplan, provide regular timely (performance and work implementation) feedback and undertake annual appraisals. • Support the professional development of team members to continuously develop skills and expertise, and support career aspirations where possible. • Provide and maintain a healthy and safe work environment for your direct reports.
8. Diversity and Inclusion	<ul style="list-style-type: none"> • Support and contribute to the organisations development of diversity and inclusion work • Undertake work to review and reduce risk of discrimination with HR systems and processes
9. Professional standards and evaluative self-assessment <i>Contribute to your professional development and undertake additional duties as required and delegated by your manager, to meet the priorities and needs of the business.</i>	<ul style="list-style-type: none"> • Maintain personal professional standards through professional development (where relevant and agreed). • Participate in ongoing evaluative self-assessment and contribute to a culture of innovation and continuous improvement. Provides information for the ESA team as requested. • Attend and contribute at staff meetings, planning days, National Office Quality Standards Review, and other meetings as required. • Build strong and collaborative interdepartmental relationship with the national office teams in particular Programmes and Delivery • Observe ELPNZ Guiding Principles, Code of Conduct, policies, and procedures.
10. Health, Safety & Wellbeing <i>Carry out duties in a safe manner. Speak up if something isn't right.</i>	<ul style="list-style-type: none"> • Take reasonable care for your own health and safety and ensure that your actions don't cause harm to yourself or others. • Comply with any reasonable instructions, policies, or procedures on how to work in a safe and healthy way. • Report any hazards, accidents, substandard conditions, concerns or near misses. • Comply with emergency procedures and actively participate in drills. • Participate in any incident review or investigation as appropriate. • Actively participate in all health and safety training provided.

The qualities, skills and experience I need

Knowledge, Technical Skills, and Experience:

Essential

- Experience and/or a qualification in Human Resources and/or degree qualification in other relevant discipline or equivalent on-the-job experience.
- A minimum of 3+ years' generalist human resources experience, and ideally experience running and/or overseeing payroll services.
- Up-to-date knowledge on:
 - Current NZ employment and health & safety legislation.
 - Best and emerging practice in HR and the future of work.
 - Payroll legislation (tax, Holidays Act, KiwiSaver) and relevant compliance regulations.
 - Current NZ Privacy Act legislation and regulations.
- Familiar and competent in the use of MS Suite – Word, Excel, PowerPoint, and SharePoint (essential), Teams (highly desirable) and experienced with CRM/HRIS systems (desired but not essential). Picks up new technology easily.
- Proven administration experience with an affinity for process and system improvement, experienced with analysis of qualitative & quantitative data.
- Experience in producing effective presentations, workshops, and training, as well as in writing detailed guidelines for staff use.

Desirable

- Some supervisory, team leadership or direct report management.

Personal Qualities

- Strong interpersonal skills, including empathy, listening and conflict resolution skills
- Well-developed communications and coaching skills; the confidence to partner with and challenge senior managers, influence and persuade in a consultative manner; communicate complex ideas to a variety of audiences and build and maintain rapport with others.
- A high level of respect for others and upholds a just, inclusive and positive culture
- Excellent judgement and the ability to maintain confidentiality at all times
- An efficient, well organised approach to work, gets things done and follows through with commitments. Flexible and highly adaptable to ever changing priorities
- A self-starter with a can do attitude who is prepared to take ownership of outcomes
- Highly trustworthy and delivers on commitments
- Ability to anticipate issues before they arise and put in place plans to mitigate and address them.
- Ability to design and monitor systems and processes.
- Demonstrates cultural competency and champions the development of organisational practices and policies that acknowledge, respect and builds upon ethnic, sociocultural and linguistic diversity.
- Commitment to the Treaty of Waitangi and willingness to engage with te reo and tikanga Māori.