

POSITION DESCRIPTION

Position Information

Position Title	People and Culture Business Partner
Business Unit	People and Culture
Reports to	Head of People and Culture
Purpose of Position	The purpose of the People and Culture Business Partner role is to provide the ready-responder service to People Managers on day-to-day HR matters; to help in delivering P&C services to support the business; establishing proactive and agile partnering relationships between the business and the People and Culture team. This position will provide HR advice, guidance and tailored solutions to People Managers supporting the performance of their team. The P&C Business Partner will promote and embed P&C policies, practices and strategic objectives across the business.
Business Unit of HR responsibility	Packaging New Zealand
# of People in BU	~500 employees spread across 4 packaging manufacturing plants and 6? regional sites

Number of Direct Reports	0
Number of Indirect Reports	0
Operating Budget	0

Key Accountabilities

1. Provide People and Culture (P&C) support and advice to People Managers across most of the P&C functions within agreed service delivery standards and professional best practice;
2. Provide education and coaching on P&C policies and leading practice to managers and employees;
3. Provide technical expertise and guidance to People Managers regarding Performance Management Plans and processes, disciplinaries, performance development plans, absence management and other employment relations case management;
4. In partnership with other members of the People and Culture team, provide services to the business on cyclical HR activities; such as annual performance review and annual remuneration review;
5. Ensure that specialist advice provided is timely, accurate, accountable and compliant with legislation and leading practice;
6. Provide accurate and timely P&C Administration, e.g., documents for Payroll, monthly reporting, variations, employment agreements, on boarding, etc.

7. Support the Head of People and Culture to provide accurate and timely data collection, analysis, reporting and insights; and
8. Maintain awareness and currency in terms of legislative changes and their impact on P&C policies and practices.
9. Project Management
 - a. Project lead or participation in selected projects;
 - b. Communicate effectively with project team, people and culture team members, management and employees in the business.
10. Customer service
 - a. Deliver on a customer service ethos that focuses on the provision of high quality, proactive and timely service, support and advice, which is aligned to Oji Fibre Solutions' needs and strategies.
11. Team Contribution
 - a. Participate in the annual business planning processes for the people and culture team;
 - b. Model expected behaviours to all customers, stakeholders and colleagues;
 - c. Work in a manner that reflects a clear alignment with the values and expectations of our organisation and works to understand and resolve issues that may conflict with these values and/or expectations.
12. Environment, Health, Safety and Risk
 - a. Actively lead and contribute to a culture of safety first through attending all training, reading and acting on all EHSR communications, following all safety rules and procedures, and identifying/recording all hazards, discomforts, incidences, near misses or potential health and safety risks.
 - b. Support colleagues 'do the right thing' in relation to EHSR and raising issues with others as appropriate.
 - c. Take responsibility for own health and safety;
 - d. Ensure own actions keep self and others safe.
13. Self-development
 - a. Take responsibility for personal development and continually develops own professional expertise.

Key Performance Indicators

- Customer satisfaction is king – our businesses highly rate and value the contribution of the People and Culture team;
- The People Plan is delivered on time and under budget;
- Risk is effectively mitigated in ER issues; and
- The P&C team are highly engaged and engaging.

Preferred Attributes

- Ability to influence others in sound judgment and decision-making;
- Interpersonal and communication skills;
- Creative thinking;
- Solutions focussed;
- Delivery focussed – drive for outcomes;
- Highly numerate; and
- Explicit customer service ethos.

Technical Requirements

Qualifications	o Tertiary qualification in a relevant area – HR, psychology, law or business
Experience	o At least three years in generalist Human Resources, at an intermediate level

Competencies

JUDGMENT Effectively examines events, issues, and problems, and generates solution alternatives. Makes timely and sound decisions on everyday issues and problems by applying accurate logic, appropriate knowledge, expertise, and common sense.	Exercise Professional Judgment • Applies accurate logic and common sense in making decisions and coming to conclusions. • Chooses courses of action or makes decisions that are consistent with policies, procedures, and rules. • Makes timely decisions on problems/issues requiring immediate attention. • Recognizes the implications and risks of actions and decisions.
FOCUS ON CUSTOMERS Builds and delivers customer-centred solutions that meet as many aspects of desired customer experiences, products, and services as possible. Provides customer-centred solutions that go beyond existing customer requirements. Identifies opportunities that will benefit the customer, create value added services, and works in partnership with the customer to drive the business forward.	Meet Customer Needs • Accurately identifies customer requirements, expectations, and needs. • Addresses customer needs by involving the right people (resources) at the right time. • Continually searches for ways to improve customer service and remove barriers to service. • Follows up with customers to ensure problems are solved. • Seeks feedback from customers to identify improvement opportunities.
EXECUTION Manages work and work performance, holding associates accountable to effectively and efficiently complete work responsibilities. Demonstrates initiative, works to achieve results, meets or exceeds goals, acts on opportunities to create value.	Focus on Execution • Acquires the authority, support, and information needed to carry out work. • Anticipates and works to remove obstacles to achieving quality results in a timely manner. • Holds self-accountable for complying with policies, procedures, and work requirements.

	• Prioritizes and balances time, actions, resources, and initiatives to ensure results are achieved.
RESULTS ORIENTATION Demonstrates and fosters a sense of urgency, a "can-do" spirit, a sense of optimism, ownership, and strong commitment to achieving goals and organizational success. Demonstrates a strong sense of ownership and a commitment to achieving meaningful results.	Produce Results • Demonstrates a strong sense of ownership and a commitment to achieving meaningful results. • Initiates timely action to address important issues. • Pursues initiatives/efforts to successful completion and closure. • Puts in persistent efforts to accomplish desired results.
EFFECTIVE COMMUNICATION Prepares and delivers clear, concise, accurate, effective, and persuasive written and verbal materials/messages. Attentively and accurately listens to others. Promotes a free and timely flow of high-quality information between self and others and across the organization; encourages the open expression of ideas and opinions.	Provide Professional Communication • Communicates information clearly, concisely, and professionally. • Listens carefully and attentively to others' opinions and ideas. • Prepares and delivers coherent and credible presentations. • Provides timely, relevant information to those who need it. • Tailors' communication style and content to the audience. • Writes reports, documentation, and other written information clearly and thoroughly.
ESTABLISHING TRUST Gains the confidence and trust of others through principled leadership, sound business ethics, authenticity, and follow-through on commitments. Demonstrates principled leadership and sound business ethics; shows consistency among principles, values, and behaviour; builds trust with others through own authenticity and follow-through on commitments. Establishes open, candid, trusting relationships; treats all individuals fairly and with respect; behaves in accordance with expressed beliefs and commitments; maintains high standards of integrity.	Demonstrate Integrity • Acts in accordance with stated policies and practices. • Does not cover up problems or blame others for mistakes. • Does not disclose confidential information. • Follows through on commitments. • Is honest and direct in dealing with people.

Authority

Decisions:

- Prioritise work to maximise efficiency of People Managers and the People and Culture Team.

Recommendations:

- Develop courses of action for performance and conduct issues, create learning and development ideas and opportunities; and design/refine business tools such as position descriptions, for People Manager approval.
- Improvements to office systems to enhance workflow;

Relationships:

Most Frequent Contacts	Nature or Purpose of Contact
Managers	Work collaboratively to grow the capability of their teams and to address issues
Lead team and business group leadership teams	Engage on their people planning and ensure that the delivery is focussed on achieving those aspirations
P&C team	Collaborate and engage across the team to find the best person to undertake pieces of work
Employees	Engage our people through our energy and commitment to their success and modelling of great behaviours

The above is intended to describe the general nature and level of work and is not an exhaustive list of all responsibilities, duties and skills required; these may vary dependent on the requirements of the business. All staff may be required to perform reasonable duties outside of their normal responsibilities from time to time as required.