

POSITION TITLE

Manager, People and Capability

LOCATION

Executive Office

POSITION STATUS

Fixed term (20 hours per week)

POSITION OBJECTIVE

The Manager People and Capability leads the development and delivery of Human Resources practices that support an employee-oriented high-performance culture within Experience Wellington.

CONTEXT

The **Executive Office** is part of the Wellington Museums Trust (trading as Experience Wellington), a registered charity established by Wellington City Council as a Council Controlled Organisation (CCO) to manage and develop its cultural and arts visitor experiences.

Our purpose is: **Working with and for Wellington to create remarkable art, culture and science experiences that generate vitality: enriching the city we love**

Our vision is: **Engaged Curious Communities**

The **Manager People and Capability** will contribute to the achievement of this vision by leading the development and implementation of Human Resources practices that support our commitment to the continuous improvement of our organisation effectiveness and our goal to be an employer of choice, demonstrating whanaungatanga, and prioritising staff wellbeing and a safe and healthy workplace.

KEY RESPONSIBILITIES

1. To be part of the Experience Wellington Executive Leadership Team and to contribute to the development, delivery and leadership of strategies that contribute to the achievement of its purpose, vision and values including the development of a fundraising culture, modelling best practice in health and safety at work and financial management.
2. To support, and if required, lead any process that requires the knowledge and expertise of a Human Resources practitioner.
3. To ensure that all Human Resources policies and practices are current, legal and accessible to all employees, that all Human Resources functions are delivered effectively and that Human Resources information systems are maintained.
4. To coordinate the process of organisation development to support an employee-oriented high-performance culture within Experience Wellington.
5. To develop and implement employee relations practices to maintain positive employer-employee relationships and which promote a high level of employee engagement.
6. To work with the Health and Safety Coordinator to promote the health and safety of employees.

WORKING RELATIONSHIPS

Internal: The **Manager People and Capability** will:

- Be accountable to the Chief Executive
- Be accountable for the Office Assistant
- Work in a collegial manner with Executive Team colleagues and the Buildings Manager/ Health and Safety Coordinator and all other staff.

External: The **Manager People and Capability** will:

- Develop and maintain positive relationships with individuals, groups and organisations relevant to the work of the Manager People and Capability including:
 - human resources practitioners;
 - the Wellington City Council's Human Resources department;

- o colleagues in equivalent positions in other Council Controlled Organisations; and
- o colleagues in equivalent positions in sectors relevant to Experience Wellington.

DELEGATIONS

Financial Delegation Level B

KEY RESULT AREAS

KEY TASKS AND ACCOUNTABILITIES (What needs to be achieved)	PERFORMANCE MEASURES (How it will be measured)
1. Leadership	
<ul style="list-style-type: none"> You contribute as a member of Experience Wellington's Executive Leadership Team (ELT) to the development and realisation of Experience Wellington's vision and strategic plan. You contribute to the development of a fundraising culture. You bring a strategic focus to all aspects of the Manager's responsibilities. You provide advice, mentoring and guidance to leaders in employment relations issues and formal people processes. You support, and if required, lead any process that requires the knowledge and expertise of a Human Resources (HR) practitioner. You work closely with the Manager Buildings/Health and Safety Coordinator to promote the health and safety of employees. 	<ul style="list-style-type: none"> The CEO and ELT receive timely and relevant advice that influences strategic planning and policy development. Your direct reports understand their role in fundraising and revenue targets are achieved. Strategy/SOI/Health and Safety Plan milestones or KPI relevant to your role are achieved. All employment relationship problems are managed effectively within the organisation's policy framework. You develop and maintain your knowledge of HR influences including operating environment trends (e.g. salary and wage trends) relevant to Experience Wellington and particularly information to support decision making. The CEO and managers receive timely and relevant advice on any Human Resources matter and particularly any issues that may pose a risk to the organisation. The Health and Safety Plan is developed with your input and is aligned with relevant Human Resources policies and practices. There are no notifiable incidents involving employees.
2. Human Resources policies, practices and information systems	
<ul style="list-style-type: none"> All HR policies and practices are current, legal and accessible to all employees; All Human Resources functions are delivered effectively; Effective human resources information systems (HRIS) are maintained. 	<ul style="list-style-type: none"> All HR policies and practices are reviewed in accordance with an approved review schedule or as required e.g. a change in HR related legislation. All policies and associated guidelines and forms are accessible to staff via the intranet and changes are notified to all staff. An annual target for staff compliance with HR policy and procedure is achieved. Key internal HR influences are monitored and information reported regularly to the Executive Team and Board through the People, Performance and Safety (PPS) Committee.

3. Organisation development	
<ul style="list-style-type: none"> You will coordinate and, if appropriate lead the process of organisation development to support an employee-oriented high-performance culture within Experience Wellington. 	<ul style="list-style-type: none"> An Organisation Development Plan (ODP) is developed; and reviewed and updated at least annually. <i>(The ODP will focus on any matter deemed appropriate to develop and sustain a high performance culture. Priorities will include recruitment practices, training and development, salaries and wages, performance management systems, succession planning, key employee retention and change management. The Manager will take the lead on key aspects of the Plan which will require the cooperation of senior colleagues to maximise its effectiveness)</i> The ODP is approved by the CEO, and has the support of the Executive Team. ODP milestones/KPI are achieved.
4. Employee Engagement	
<ul style="list-style-type: none"> You will develop and implement employee relations practices to maintain positive employer-employee relationships and which promote a high level of employee engagement. 	<ul style="list-style-type: none"> Employee relations practices (e.g. regular communications, the staff engagement survey, staff meetings/functions, staff awards) are reviewed regularly to maintain their relevance. Employee engagement as measured through the Annual Staff Engagement Survey is at least 75%.
5. Resource Management	
<ul style="list-style-type: none"> You manage financial and non-financial resources (staff and assets) allocated through the Executive Office budget and business plan to achieve the best results for the business unit and Experience Wellington as a whole. 	<ul style="list-style-type: none"> Financial performance is monitored, risks are managed. Savings are achieved without compromising effectiveness or quality. Quality is maintained or improved as evidenced through formal feedback (customers, staff, colleagues). Priorities are regularly assessed against Experience Wellington's vision and purpose and changes made. Innovation and creativity is encouraged and incorporated into output delivery. Systems and practices are regularly reviewed and updated. Full compliance with policies and procedures is achieved.
6. Staff Leadership/Management	
<ul style="list-style-type: none"> You lead staff so that they strive for excellence particularly in respect of the provision of customer focused service delivery. 	<ul style="list-style-type: none"> All staff have an APA which sets out the outputs to be delivered and the performance expectations. All staff receive regular and constructive feedback on their performance including at 6 months and at 12 months. All staff have a professional development/ training plan Performance issues are effectively managed. Staff work effectively as a team and achieve required

	<p>outcomes.</p> <ul style="list-style-type: none"> Feedback from direct reports is positive.
7. Health and Safety	
<ul style="list-style-type: none"> You ensure that the Experience Wellington's goal of a zero harm culture is promoted with your direct reports. You ensure that the health and safety of workers and visitors is a principle consideration in the development and delivery of all outputs. You ensure that your decision making and the decision making of your direct reports is aligned with Experience Wellington's health and safety policies, procedures and plans. You model good health and safety behaviours at work. You report concerns about aspects of the work place that may be considered a health and safety risk to you, other workers or visitors. 	<ul style="list-style-type: none"> You and your direct reports are able to respond knowledgably about Experience Wellington's goal of a zero harm culture and the critical procedures designed to promote health and safety and to prevent harm to workers and visitors e.g. what to do during and after an earthquake and evacuation procedures. (measured through the Annual Staff Engagement Survey and Annual Performance Appraisal) Health and safety procedures are followed e.g. hazards are notified; incidents and near-misses are reported. There are no preventable incidents that result in harm or injury to you, other workers or visitors.

PERSON PROFILE

Skills, experience and qualities required for this role:

- Able to demonstrate that you have knowledge and experience in good human resources practice with understanding of: employment law, remuneration, organisational planning, recruitment, organisation development, employee relations, health and safety, employee engagement, and employee development.
- Outstanding interpersonal relationship building and employee coaching skills.
- Demonstrated ability to lead and develop staff, including managers with staff reporting to them.
- Able to demonstrate ability to serve as a knowledgeable resource to the Chief Executive and Executive Team.
- Effective written and oral communication skills including public speaking and desirably, with some capability in Te Reo.
- Demonstrable competence in general management (HR, budgeting, finance and reporting)
- Drive, energy, flexibility and a commitment to excellent customer service.
- Excellent computer skills in a Microsoft Windows environment. Must include knowledge of Excel and skills in Human Resources Information Systems (HRIS).
- Hold a tertiary qualification.

Core Competencies – *Effective performance in the following core competencies is set out in the Core Competencies Guide attached.*

- Commitment and accountability.
- Applying professional expertise/Creativity & Innovation.
- Customer focus.
- Communicating effectively.
- Working together/ Teamwork.
- Leadership.
- Coaching for performance.

SALARY

Negotiable between (pro-rated) \$97,750 and \$120,750

CORE COMPETENCIES GUIDE

Leadership

Effective performance includes:

- Creates an environment where staff feel valued, where cultural uniqueness is acknowledged and appreciated.
- Empowers staff, delegates effectively, gives staff room to make decisions, takes reasonable risks and exercises initiative in their areas of responsibility.
- Is open and honest with staff, approachable and available, actively encouraging feedback, and responding in a timely manner.
- Takes the time to recognize and celebrate accomplishments (encourages, appreciates, recognizes, tells others).

- Regularly communicates and reinforces the Trust's vision and strategic objectives within own team and ensures the team has a clear understanding of its role in achieving those objectives.
- Exercises sound judgment in decision-making, involving others as appropriate, and communicating the outcomes.

Coaching For Performance

Effective performance includes:

- Acknowledges effort and achievement letting each individual know that their work is important and worthwhile.
- Challenges and fully utilizes all team members, dealing effectively with performance issues as they arise.
- Agrees realistic and measurable performance standards with direct report staff.
- Conducts fair, consistent, timely performance planning and review meetings, encouraging two-way communication that addresses all aspects of performance and development.
- Actively encourages staff to broaden skills and reach their full potential and ensure adequate resources are available to meet these needs.
- Makes time for on-going coaching and constructive feedback.

Commitment/ Accountability

Effective performance includes:

- Takes responsibility for own performance and development. (Prepares, participates, sets high standards, follows through, and is receptive to feedback).
- Takes responsibility for accurate budgeting and to operate within approved budget and delegated authority.
- Approaches change positively.
- Effectively handles conflicting and changing priorities. Is organized and manages time well.
- Displays professionalism, integrity, honesty and commitment to the Trust's vision and goals.

Applying Expertise/ Professional Expertise

Effective performance includes:

- Maintains currency and applies knowledge/skills/best practice/new technology/cultural and arts sector trends for the benefit of the position and the Trust.
- Shares expertise with colleagues and coaches/mentors new direct report staff.
- Seeks appropriate professional development to enhance knowledge, skills or experience.
- Uses expertise to add value, to improve team or Trust performance and learns from mistakes.

Customer Focus

Effective performance includes:

- Demonstrates commitment to internal (colleagues) and external customers (visitors and stakeholder) by actively listening and clearly identifying their needs.
- Responds promptly to their needs, goes the extra mile, keeps them informed of progress and follows up.
- Maintains helpful, courteous working relationships, even when the situation makes this difficult.
- Seeks feedback from customers and acts on it (e.g. follow up/refer on, identify and action service improvements).
- Looks for ways of making systems and processes more customer friendly.

Communicating Effectively

Effective performance includes:

- Conveys information clearly and concisely in a style and/or method of delivery which best meets the needs of the people receiving the message.
- Uses language and behaves in a way that recognizes cultural uniqueness.
- Creates open channels of communication, keeping people informed about events and decisions that affect them.
- Listens actively and attentively (e.g. asks appropriate questions to obtain, understand and confirm information, checks understanding of what others are saying, and observes to perceive underlying issues and concerns).
- Establishes and builds rapport with people at all levels both inside and outside the Trust Institutions to achieve benefits for the Trust.

Working Together/ Teamwork

Effective performance includes:

- Develops cooperative and supportive relationships with colleagues.
- Values, respects and consults team members and acknowledges their contribution.
- Builds enthusiasm throughout projects and encourages others to do the same.
- Participates in problem solving, discussions and communication to resolve differences and conflict.
- Maintains productive networks.
- Is accessible and approachable for colleagues.