

## POSITION DESCRIPTION

# HR BUSINESS MANAGER

**Job number:**

**Business area:** People and Experience Directorate

**Location:** Wellington

**Reports to:** National Manager, People Experience

**Version date:** October 2020

### WHO WE ARE AND WHAT WE ARE ABOUT

Fire and Emergency New Zealand is a Crown Entity established on 1 July 2017 under the Fire and Emergency New Zealand Act 2017.

We exist to protect and preserve the lives, property and environment of all New Zealanders. We do this through reducing unwanted fires, responding to fires and other emergencies including motor vehicle crashes, medical emergencies, hazardous substance related incidents, natural disasters and supporting increased community readiness and recovery.

Our vision is to build stronger communities and protect what matters most to the people within them.

As the most trusted public sector agency we are working to embed our new values. Our values reflect what is important to our people and set out what we believe is core to who we are and the organisation we aspire to be. Our values are:

- We Do the Right Thing – Kia Tika
- We Serve and Support – Manaakitanga
- We Are Better Together – Whanaungatanga
- We Strive to Improve - Auahatanga

### POSITION CONTEXT AND PURPOSE

The HR Business Manager is part of the People Experience Directorate's leadership group. They are responsible for supporting and providing specialist advice to the National Manager People Experience. They will work with the National Manager and the Leadership team to help ensure that Directorate is organised to deliver efficient and effective services and that any risks are managed and escalated in a timely manner. They will work closely with the People Experience Leadership Group, the Office of the Deputy Chief Executive and FENZ corporate services teams.

The incumbent will be also responsible for developing and executing proactive and reactive people initiatives with a particular focus on enhancing the reputation and brand of the Directorate. They may also be responsible for overseeing the delivery end to end projects, particularly where those cross various functions in the Directorate, to ensure high-quality and integrated results.

### SCOPE OF JOB

**Financial delegations:** Nil

**Staff responsibility:** Nil

### KEY ACCOUNTABILITIES & DELIVERABLES

The job holder is responsible for delivering results in the following areas:

- Develop and maintain key relationships between the Directorate and the wider People Branch and supporting the National Manager will all aspects of business management and planning

- Working closely with other members of the Directorate leadership team and the National Manager to connect programmes and achieve high-quality outcomes.
- Provide expert advice to the National Manager, anticipating requirements to ensure advice is accurate and fit for purpose, and leads to desired outcomes.
- Developing and managing relevant reporting and planning frameworks to ensure cohesive work across the Directorate.
- Identifying and proactively managing internal and external risks and opportunities.
- Work with the People Experience Leadership Team to develop policies for more effective people services strategies, communication and relationship management
- Providing assistance and support to National Manager with briefings and reports to the Deputy Chief Executive, ELT and Board.
- Assist units with the development of business cases, and develop and maintain knowledge of relevant business issues and cost drivers
- Developing and maintaining peer relationships across agencies and Government.
- Any other duties and projects consistent with the position as may be required from time to time by the National Manager People Experience.

### **SAFETY, HEALTH & WELLBEING - RESPONSIBILITIES**

- Taking responsibility for their own safety, health and wellbeing and for their colleagues and others they work alongside, as far as they are able.
- Following policies, training and guidelines related to safety, health and wellbeing, including reporting of injury and near miss events.

### **KEY RELATIONSHIPS**

#### **Internal**

- Deputy Chief Executive, People
- Executive Leadership Team
- Service Delivery Leadership Team
- People Branch Leadership Team
- People Experience Leadership Team
- Ministerial and Executive Services Manager
- National Communications and Engagement Team.

#### **External**

- Central agencies
- Unions
- Government and agency peers
- Minister's office

### **QUALIFICATIONS, ATTRIBUTES AND EXPERIENCE**

Suitable candidates will possess the following skills/attributes:

#### **Essential**

- Tertiary qualification in a relevant field or equivalent knowledge, skills, and experience and a commitment to ongoing professional development
- 10 years generalist HR experience, preferably within complex business environments, including experience in employment relations, recruitment, remuneration, health and safety, HR reporting.
- Excellent relationship management skills, including a proven ability to build and maintain a range of effective business relationships within an organisation
- Experience in developing, managing and measuring work programmes
- Experience dealing with unions and employee representative and advocacy groups, and managing these relationships on behalf of an organisation
- Experience communicating with a wide range of audiences on a range of complex issues
- Previous experience researching, analysing, and developing workable solutions to complex problems
- Proven experience in working with senior managers in a large and complex organisation, preferably within the public sector
- The ability to provide authoritative professional advice to all levels of management on matters



associated with delivery of people services

- Provide ability to lead others to successfully execute plans.
  - Ability to work at pace, accurately and to a high quality.
  - Demonstrated ability to think strategically and identify risk.
-

# SENIOR SPECIALIST: Organises self and project teams and develops strategies to achieve organisational objectives.

## SELF

1. Demonstrates a high-level of self-awareness, analyses own performance; identifies strengths and development needs.
2. Learns and reflects on how own behaviours and work style impact on others and on work tasks.
3. Actively seeks feedback from key stakeholders and peers and acts upon it.
4. Demonstrates persistence; adapts approach when required and continues to work to achieve individual and team objectives.
5. Maintains an optimistic outlook; overcomes obstacles and recovers quickly from setbacks.
6. Makes recommendations and acts decisively to implement strategies and address issues.

## INFLUENCE

1. Obtains support of executive, leads projects/project teams to accomplish strategic goals.
2. Clearly communicates organisational objectives and desired outcomes for the specialist area.
3. Communicates skilfully and gains the trust of others.
4. Models behaviours that are consistent with the values and practices of the organisation.
5. Shares information with others and puts strategies into place to help personnel to adapt to change.
6. Drives the organisational practices within the specialist area and focuses efforts towards the achievement of common objectives.

## ETHICS

1. Makes recommendations within specialist area without favouritism or bias.
2. Adheres to organisational values and code of conduct.
3. Leads by example and maintains a high level of professionalism and impartiality; expects and encourages colleagues to apply the same high standards.

## RELATIONSHIPS

1. Builds relationships internally and externally and uses these to develop mutually beneficial outcomes.
2. Establishes, uses and maintains external and internal networks to achieve work outcomes.
3. Is aware of contentious political issues that impact on the organisation.
4. Actively promotes and communicates the organisational role in campaigns and programmes.

## STRATEGY

1. Gathers and investigates information from a variety of sources and explores new ideas and different viewpoints.
2. Understands how cultural, social, historical and political factors affect the organisation.
3. Engages in high level critical thinking to identify the links and connections between complex issues.
4. Implements programmes in support of the organisation's vision and goals.
5. Understands the need to see the 'big picture', recognises how relationships and processes fit within it.

## PEOPLE

1. Works to build trust and collaboration with others.
2. Is open to a broad range of viewpoints.
3. Develops self and supports the development of talent in others.
4. Strives to meet personal objectives and is aware of performance requirements; seeks help when needed.
5. Works with others to achieve performance objectives.
6. Resolves inter-personnel and inter-group conflict constructively.

## RESULTS

1. Develops organisational processes and services to improve efficiencies and achieve a unified focus on clients.
2. Contributes to a quality focus in the organisation and accepts accountability for outcomes.
3. Investigates ways to improve effectiveness within specialist area and responds flexibly to changing demands.
4. Values and integrates professional expertise into the organisation and utilises knowledge within the organisation as well as consulting externally.