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## POSITION DESCRIPTION

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### GM Human Resources

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Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote traditional Māori arts and crafts.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

Te Puia is a well-established and very significant tourism operation based in Rotorua. Its commercial focus is mainly on tourism, but it also has a significant Māori cultural, development role. The NZ Māori Arts and Crafts Institute (NZMACI) is based at Te Puia and – since 1967 young Māori (taura) are trained in the traditional arts forms including wood carving, stone/bone carving and weaving. These schools are part of the visitor attraction.

#### **Context**

At its heart, Te Puia is a people centred operation. People matter in everything the organisations does. Te Puia's performance will always be dependent on its people. HR Management is therefore central to its success.

## TE PUIA VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

## TE PUIA VALUES

Manaakitanga - Whanaungatanga – Kaitiakitanga

### TE PUIA PRINCIPLES

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction.  Understanding our manuhiri and meeting their needs in the best possible ways we can.
<i>Integrity:</i>	Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

**Position reports to:**

CEO

**Direct reports to position:**

- HR Co-ordinator / Executive Assistant.

**Key Relationships (Internal):**

- CEO and Executive Management Team.
- Extended Management Team and their respective team members.
- Working relationship with all other staff and taura.
- Board of Directors.

**Key Relationships (External):**

- Kura / schools / training and development providers.
- Careers advisory services.
- Employment Law Advisors/Consultants.
- Health insurance and medical providers.
- Drug testing agencies.
- Insurance providers (Southern Cross; Fidelity Life).
- Relevant central and local government agencies e.g. ACC, IRD, MBIE, WINZ, Ministry of Justice, Police, Corrections.
- Recruitment companies and job advertising websites/agencies.
- Other hospitality, tourism, and visitor businesses, attractions, and accommodations providers.
- Relevant Unions.
- Iwi stakeholders.
- Te Puia manuhiri.

**General purpose of position:**

- Positively lead, develop, and deliver Te Puia's HR Strategy Plans, Policies and Procedures.
- Maintain and continually improve Te Puia's Human Resource System. Recruiting, retaining, and growing a team of high performing, highly trained and highly engaged staff and taura.
- Develop and promote 'best practice' HR policies and procedures, including training, and health and safety in the workplace.
- Planning, implementing, and evaluating employee relations and human resources policies, programs, and practices.
- Assist other executive managers in driving an organisation wide understanding and commitment to quality delivery and high-quality manuhiri experiences in line with the "Lighthouse Concept".
- To play a lead role in the delivery of world class visitor, high quality and high yielding visitor experiences and cultural development programmes.
- Contribute strategic input to the CEO and the Executive Management Team, that assists Te Puia to deliver its commercial and cultural objectives.

- To play a lead role in contributing to the financial planning and targets of the business and provide sound management of financial, people and physical resources in achieving the goals and objectives of the role, within budget and agreed timeframes.
- Work closely with pakeke and other Māori cultural experts to ensure that Te Puia experiences maintain cultural authenticity and integrity where experiences and operations speak with authority.
- Ensure that all staff in areas of responsibility are continually upskilled, and that training and development requirements are met, in alignment with workplans.
- Helping to lead the concepts of Lean Thinking across the organisation.

**Primary Duties & Responsibilities:**

- Develop and implement a post Covid HR Strategy and plans; systems that encompass the values and vision of Te Puia and that forms the foundation for the HR culture of the organisation.
- Develop and implement relevant training and development programmes staff for Te Puia in conjunction with Executive Managers and members of the Extended Management Team.
- Actively manage and participate in recruitment processes in partnership with relevant managers.
- Plan and manage any internal restructuring processes in association with the CEO and Employment Law Advisors as required.
- Provide professional advice and guidance to managers on an 'as required' basis to address issues of:
  - performance management and performance review
  - discipline and conduct
  - absenteeism
  - motivation
  - teamwork and participation
  - Union interaction and communication
- Ensure that clear records are maintained in respect of all key performance interactions / indicators with employees and that correct procedures are followed (procedural fairness).

**Policies, Practices and Processes:**

To ensure that the organisation always has current and appropriate policies and procedures in place and ensure the updating, training, and communicating of all policies is:

- Relevant to the operations of the business.
- In compliance with all appropriate legislation and,
- Recognizing the unique cultural nature of the organisation:
  - train and educate all managers in HR policy and procedure requirements.
  - ensure all policies are communicated and adhered to by employees.

- undertake regular reviews of policies and procedures and undertake amendments as required.
- ensure a consistent application of policy and practice across the organisation.
- establish and maintain Intranet based access to HR policies where appropriate.
- Ensure that all HR policies, practices, and processes fully underpin the brand position of Te Puia.

### **Key Role Outcomes**

- Meeting or exceeding strategic goals, business plans and /or financial targets.
- The demonstration of sound financial management and decision-making enabling Te Puia to operate effectively and profitably.
- Positive and effective staff management and communication practices enabling the efficient implementation of sales and marketing plans.
- Excellent application of all skills, knowledge, and resources enabling all activities to be accomplished within all time, quality, and financial goals and objectives.
- Demonstration of a strong commitment and dedication to the values and mission of the New Zealand Māori Arts and Crafts Vesting Act (2020), to enable the growth, development, and retention of a strong reputation for Te Puia, both within NZ and internationally.
- An environment of open communication and teamwork is fostered throughout the organisation.
- Provide professional and prompt employment related advice to all managers and employees.
- Ensure that training and development plans and initiatives are implemented to provide enhanced growth within the organisation and to ensure that suitable individuals are recruited and retained at Te Puia.
- Board reporting as required.

### **Person Specifications:**

- Proven leadership qualities with a demonstrated ability to realise the full potential of people as well as possessing excellent relationship management and communication skills.
- Commitment to Te Puia values and management style.
- A genuine appreciation and knowledge of Māori protocol, Te Reo, traditions, and customs with the ability to pass these to others as appropriate.
- Proven communication (written and oral) skills and abilities, including report writing.
- A relevant tertiary qualification in HR Management is highly desirable.
- A minimum of five years' experience in an HR and/or an ER advisory role.
- A strong and up to date understanding of employment legislation and HR practices.
- A strong knowledge and desire to know more about Te Puia's activities and visitor and cultural related activities to best understand HR requirements.

- Ability to accurately multi-task and produce required outcomes in a timely manner.
- A demonstrated willingness and ability to contribute as a team player who can build trust, confidence and respect with other managers and staff.
- A willingness to encourage and consider the input of others and build organisational culture and a sense of true belonging amongst staff and taurira.
- Proficient computer skills and abilities.
- Strong financial management skills.
- Strong report writing skills.
- Ability to meet and adhere to deadlines and a get it done right first-time approach.

**Other Specifications:**

- *Creativity*: Develops innovative solutions to work related problems; identifies potential opportunities and ways to capitalize on them.
- *Relations with Others*: Is pleasant, cooperative, and gets along well with others. Keeps manager informed, reports problems promptly, and seeks guidance when needed. Develops and maintains a network of personal contacts within the organisation.
- *Self Confidence*: Asserts own point of view, even when it differs from others (e.g., manager's), shows confidence in own skills and capacity to complete tasks; seeks necessary resources for self and/or staff to work effectively.
- *Flexibility*: Adapts approach to fit with changing conditions, tasks, responsibilities, or people
- *Customer Service Orientation*: Is courteous, patient, pleasant, and helpful with customers; shows understanding for customers' concerns; takes actions to accommodate customer needs whenever possible.
- *Sensitivity*: Demonstrates an awareness of others' concerns, interests, and positions, and takes into consideration the impact that decisions and plans are likely to have on them.
- *Stability*: Performs stably while under pressure or in a changing work environment. Reliable.
- *Technical Skill/Knowledge*: Demonstrates sufficient level of understanding and skill in required technical area.
- *Written Communication*: Expresses ideas in writing clearly, with correct grammar and spelling, and in a well-organised way.
- *Verbal Communication*: Express ideas orally with clarity, appropriate grammar, pace, and nonverbal gestures; listens effectively.

## Acknowledgement

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia, and that I will, at all times, promote and uphold the organisations core kaupapa, objectives and plans with integrity.

Employee: \_\_\_\_\_

CEO: Tim Cossar

Signed: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_