



## POSITION DESCRIPTION

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### Health & Safety and Sustainability Manager

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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.

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.

### CONTEXT

It is always imperative that manuhiri remain a central focus - without manuhiri Te Puia and /or NZMACI would not be able to exist.

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 (tauirā) are trained in the traditional arts forms including wood carving, stone/bone carving and weaving. These schools are part of the visitor attraction.

## 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 what they want.
<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.

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#### **Position reports to:**

GM Operations but empowered to work across all departments, in partnership with Management and the CEO

#### **Direct reports to position:**

Nil

#### **Key Relationships (Internal):**

GM Human Resources and Operations Manager; Executive Management Team; Extended Management Team and their respective teams.

### **Key Relationships (External):**

Government Agencies; Contractors / Manuhiri (visitors to site); H&S & Sustainability Consultants; Training providers.

### **Purpose of Position:**

- To promote and foster culture as a safe place to work and visit with a zero serious harm mentality.
- Appropriate health & safety policies and systems are in place for staff and visitors to easily follow and understand.
- To manage the implementation of sustainability, conservation and environment projects including set-up, funding, training, and long-term capability including building external networks to help enhance the organisations focus in this area.

### **Primary Duties & Responsibilities**

#### • **Health & Safety**

- Ensure Te Puia's legislative requirements and responsibilities under the relevant legislation are met.
- To ensure the health and safety and wellbeing of everyone on site at all times.
- Driving a zero-harm incident culture across the organisation.
- Ensure Health and Safety procedures are developed, continuously reviewed, and communicated to all staff and customers.
- To facilitate the monthly Health and Safety Committee meetings.
- To follow up on all actions derived from the monthly Health and Safety Committee meetings.
- To co-ordinate necessary training for oneself, the H and S Committee members and First Aid Representatives (as well as other nominated staff), to ensure all members are fully trained.
- To develop policies, procedures & systems that ensure best practice is followed lead, coach and support all staff to follow & adhere to them.
- Design monitoring systems and audit to ensure high levels of performance & compliance.
- Coach and train staff in incident investigations.
- Continuously audit activities and environment to ensure standards are maintained and there are no breaches of the obligations of all stakeholders.
- Ensure hazard identification is undertaken when workplace alterations are made, or new equipment is installed.
- Maintain Hazard & Accident Registers.
- Monitor controlled hazards such as noise, dust emissions.
- Provide comprehensive monthly reports for the Board of Directors.
- Coordinate emergency procedures.

#### • **Sustainability/ Environment and Conservation**

- Lead, develop, manage, and communicate all sustainability, conservation, and environment related initiatives.
- Develop processes, systems, plans and initiatives to protect the unique flora and fauna on the site.

- Leading innovation and programs that enhance the organisations footprint, reputation credentials in these areas.
- mara kai gardens that
- Geothermal conservation and monitoring in partnership with external stakeholders.
- Maximise external funding to help leverage these initiatives.
- Undertake any other responsibilities or duties as may be assigned by the Operations Manager from time to time, in order to ensure the continuous operation of Te Puia.

### **Key Role Outcomes**

- **Health & Safety**

- Ensure the organisation is compliant with all relevant legislation.
- To oversee the leadership and development of health and safety policies, systems and processes and training.
- zero serious harm accident rate across the organisation.
- All processes, procedures, systems, and emergency manuals are maintained and updated on an ongoing basis.
- Ensuring staff and taurira compliance with all Health and safety processes, systems and
- All staff are fully updated on a regular basis as to health and safety systems.
- H and S programme.
- Monthly board reports in relation to Health and Safety.
- Lead emergency evacuation events and training.
- Ensure that new staff are inducted effectively in health and safety systems and processes.
- Incident investigations completed in a timely way.

- **Sustainability/ Environment and Conservation**

- Ensuring Te Puia has industry and community leading sustainability, environmental and conservation projects operating effectively. Bringing Te Puia's initiatives in this area into one place where a clear story can be told of Te Puia's current and future aspirations in these areas.
- All processes, procedures, systems manuals are maintained and updated on an ongoing basis.
- Effectively communicating initiatives internally and externally.
- Projects are measurable and valued by industry and other external partners.
- Identify partners (funding, community etc) to maximise activity and programme reach outcomes.

### **Person Specifications**

- 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/s.
- A minimum of five years' experience in a health and safety role.
- A strong and up to date understanding of health and safety legislation and practices.
- A strong appreciation for the environmental, sustainability and conservation programmes and how these can become embedded into organisational culture and development.
- A strong knowledge and desire to know more about Te Puia's activities and visitor and cultural related activities to best understand health and safety 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 communication and report writing skills.
- Ability to plan and be able to communicate a vision.
- Ability to network and create beneficial alliances externally.
- 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: \_\_\_\_\_ Employer: \_\_\_\_\_

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

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