



POSITION DESCRIPTION

People & Capability Advisor

Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve and serves as the home of the New Zealand Māori Arts and Crafts Institute (NZMACI). Operating under the NZ Māori Arts and Crafts Vesting Act 2020, Te Puia is an iwi-owned organisation with a mission to protect, promote, and perpetuate Māori culture.

While visitor-related activities generate much of its revenue, Te Puia is deeply rooted in its cultural legacies, striving to uplift and sustain the traditions of Māori arts and crafts.

Te Puia is committed to fostering a supportive and growth-focused workplace. Employees are encouraged to thrive professionally and personally, with an environment that prioritises well-being, proactive support, and meaningful recognition for contributions.

OUR WHY

Toitū te ahurea Māori – Leaders in uplifting Māori culture.

TE PUIA VALUES

Mātauranga Māori - Taonga Tuku Iho - Manaakitanga - Whakanui

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.

Position Title:

People & Capability Advisor

Department:

People & Safety

Reports to:

General Manager People & Safety

Direct Reports to Position:

Nil

Indirect Reports to Position:

Nil

Key Internal Relationships:

- People & Safety Team
- Chief Executive Officer
- Executive Management Team
- Extended Management Team
- Finance Team
- All Te Puia Staff

Key External Relationships:

- Manuhiri
- Local Schools
- Training & Development Providers
- Career Advisory Services
- Drug Testing Agencies
- Insurance Providers
- Employment Law Advisors & Consultants
- Recruitment Agencies
- Iwi Stakeholders
- Uniform Suppliers
- Relevant Government Agencies
- Other Tourism & Hospitality Businesses

Purpose of the Position:

To support the development and implementation of people strategies that enhance Te Puia's workforce, embedding Māori values, cultural authenticity, and organisational excellence.

The People & Capability Advisor provides expert HR advice, guidance, and operational support, fostering an inclusive, high-performing workplace where employees feel valued, engaged, and empowered to contribute to Te Puia's vision.

Working closely with managers and employees, the People & Capability Advisor ensures that Te Puia remains a leader in uplifting Māori culture by aligning our people practices with our kaupapa, strengthening our organisational capability, and upholding the highest standards of employment, health, safety, and wellbeing.

Key Accountabilities:

Focus Area	Accountabilities
HR Support & Advisory	<ul style="list-style-type: none">• Provide professional and timely HR advice, guidance, and support to managers and employees on employment relations, policies, and best practices.• Support leaders in managing employee performance, engagement, and wellbeing, ensuring alignment with organisational values and goals.• Assist in the interpretation and application of employment legislation, company policies, and employment agreements.• Respond to HR-related inquiries, ensuring a fair and consistent approach to all employment matters.• Establish and maintain constructive and effective relationships with key stakeholders, acting as a trusted advisor.• Educate, upskill, and coach people leaders on HR practices and processes.
Recruitment & Onboarding	<ul style="list-style-type: none">• Coordinate and support the end-to-end recruitment process, including job advertisements, candidate screening, interviews, reference checks, and employment offers.• Ensure a seamless onboarding experience by coordinating induction programmes, preparing employment documentation, and supporting new employees' integration into the organisation.• Work with people leaders to identify workforce planning needs and succession strategies.

Learning & Development	<ul style="list-style-type: none"> • Support the development and implementation of training programmes to enhance employee capabilities and leadership development. • Coordinate training sessions, maintain training records, and ensure compliance with mandatory training requirements. • Assist in identifying learning and development opportunities that align with employee and organisational needs. • Organise and schedule training programmes in line with annual training plans and development priorities.
Employment Relations & Compliance	<ul style="list-style-type: none"> • Provide advice and support on employee relations matters, including performance management, disciplinary processes, and conflict resolution. • Ensure employment-related policies and procedures are kept up to date and compliant with legislative requirements. • Maintain accurate and confidential employee records in line with privacy and data protection regulations. • Assist the GM People & Safety in preparing and facilitating workplace investigations, complaints, and other employment relations matters in a timely manner, ensuring alignment with legal requirements and company values and policies.
HR Systems & Reporting	<ul style="list-style-type: none"> • Maintain and update HR systems and databases, ensuring data integrity and accuracy. • Generate HR reports and analytics to provide insights on workforce trends, turnover, and engagement. • Assist with the preparation of reports and recommendations for management decision-making. • Support leaders and employees in engaging with HR systems and processes, identifying areas where further support may be required.
Policy & Process Improvement	<ul style="list-style-type: none"> • Assist in the development, review, and implementation of HR policies and procedures. • Identify opportunities for process improvements to enhance efficiency and employee experience. • Support continuous improvement initiatives to align HR practices with business objectives and best practices.
Culture & Engagement	<ul style="list-style-type: none"> • Support initiatives that foster a positive workplace culture and employee engagement. • Assist in planning and coordinating employee engagement activities, recognition programmes, and organisational events. • Gather employee feedback and support action plans to enhance workplace satisfaction and inclusion.

	<ul style="list-style-type: none"> • Contribute to a high-performance culture, fostering strong relationships with managers and employees while role-modelling organisational values.
Health, Safety & Wellbeing	<ul style="list-style-type: none"> • Promote and support health, safety, and wellbeing initiatives within the organisation. • Ensure employees have access to appropriate wellbeing programmes and support services. • Advocate for health and safety best practices in interactions with the extended management team. • Undertake H&S administration activities as required. • Ensure people processes and programmes align with H&S obligations and involve relevant H&S input as appropriate. • Take responsibility for contributing to a safe workplace, ensuring own actions support a culture of health, safety, and wellbeing.

Key Role Outcomes:

- A highly engaged and capable workforce that reflects Te Puia's kaupapa and values, fostering a culture of excellence, inclusivity, and continuous improvement.
- Strong and trusting relationships between employees, managers, and the People & Safety team, ensuring HR practices support both individual and organisational success.
- A seamless recruitment and onboarding experience that attracts and retains top talent, ensuring employees integrate smoothly and are equipped to contribute effectively.
- Proactive and well-supported leaders who are confident in managing performance, employee relations, and workforce planning with the guidance of the People & Capability Advisor.
- A well-defined and continuously improving learning and development framework that enhances leadership capabilities and supports career growth across the organisation.
- Compliance with employment law and workplace policies, reducing risk and ensuring a fair, transparent, and supportive work environment.
- Efficient and data-driven HR systems and processes that enhance decision-making, workforce planning, and operational effectiveness.
- A safe and healthy workplace where employees are supported in their physical, mental, and emotional wellbeing, contributing to a culture of care and accountability.
- Te Puia is recognised as an employer of choice, attracting and retaining top talent through its strong organisational culture, competitive employment practices, and commitment to employee growth and wellbeing.
- Effective partnerships with internal and external stakeholders, strengthening iwi relationships, workforce development, and collaboration within the tourism and cultural sectors.

Person Specifications:

- A tertiary qualification in Human Resources, Business Management, or a related field is preferred.
- Proven experience in an HR advisory role, ideally within a culturally rich or values-based organisation.
- An understanding and appreciation of Māori culture, values, and traditions, with the ability to embed these into workplace practices and foster cultural authenticity.
- Strong relationship management and influencing skills, able to build trust, credibility, and collaboration across all levels of the organisation.
- Working knowledge of employment relations, disciplinary processes, and workplace compliance, ensuring fair, legally sound, and effective HR practices.
- Proven ability to contribute to the development and implementation of HR policies, frameworks, and systems that align with business objectives and legislative requirements.
- Excellent communication skills, with the ability to engage, educate, and inspire employees, leaders, and external stakeholders.
- Demonstrated experience in managing recruitment, retention, and workforce planning, ensuring the attraction and development of high-quality talent.
- Resilience and adaptability, able to navigate change, solve workforce challenges, and drive continuous improvement in a fast-paced environment.
- Highly organised and results-driven, with a commitment to accountability, problem-solving, and delivering measurable outcomes.
- A passion for Te Puia’s mission to be leaders in uplifting Māori culture, with the ability to ensure its people, values, and tikanga remain at the heart of the organisation.

Acknowledgement:

I confirm that I have read and understand the duties and responsibilities outlined for this role. I commit to performing my role in a manner that supports the success of Te Puia, contributes meaningfully to its growth and development, and upholds its core kaupapa, values, and objectives with integrity and dedication.

Name: _____

Signed: _____

Date: _____