

Head of Human Resources

Job Description

This job description describes the tasks that will be required of the job holder but does not form a part of the job holder's Employment Agreement. Due to the project-based nature of the role, this Job Description is likely to change from time to time, to ensure that the role continues to best serve CAP's Mission. Therefore, flexibility on the part of the job holder is required.

Location of the Role

CAP Head office, Penrose, Auckland, with occasional travel within New Zealand

Purpose of the Role

- 1) To lead and manage CAP's end-to-end employee and recruitment strategies and develop effective tools for this across the organisation.
- 2) To ensure CAP's people leaders are supported and equipped to lead their teams in accordance with employment law and HR good practice.
- 3) To support the Executive Directors in people, culture, and HR-related work.

Key Relationships

Department:	People & Culture Department
Reports to:	People and Culture Director
Direct Reports:	None
Key Internal Relationships:	People & Culture Team Other "Heads of" and Team leaders Head Office Staff Executive Leadership Team
Key External Relationships:	Job applicants Recruiters Payroll software platform provider HR CMS provider Training providers EAP providers Employment lawyers EMA

Summary of Role Accountabilities

- 1) Contribute to the creation, and manage the delivery of, CAP's end-to-end non-executive employee strategy, including recruitment, in collaboration with the People and Culture Director, within allocated budget, including the development of all necessary tools.
- 2) Manage the payroll function, ensuring staff are paid correctly and on time
- 3) Build the general knowledge, skills and confidence of "Heads of" leaders to lead and manage their teams effectively.
- 4) Advise the Executive Directors on best practice for people management and HR-related matters.
- 5) Assist the People & Culture Team to meet its objectives
- 6) Participate in organisation-wide activities.

Role Accountabilities on a day-to-day level

1) **Contribute to the creation, and manage the delivery of, CAP's non-executive end-to-end employee strategy, in collaboration with the People and Culture Director, within allocated budget, including the development of all necessary tools.**

- **Strategy:** Work with the People and Culture Director to create CAP's non-executive end-to-end employee strategy.
- **Recruitment:** Ensure that processes are in place to communicate and manage initial relationship with applicants interested in applying for roles with CAP.
 - Liaise with job advertisement portals and recruiters as needed.
 - Equip "Heads of" and Team Leaders to be able to engage effectively with the recruitment process and make sound recruiting decisions.
 - Finalise JDs and EAs in collaboration with people leaders.
 - Work collaboratively with the People and Culutre Administrator to ensure there is administrative support for the recruitment process.
- **Onboarding:** Ensure all new staff receive the overall support required to fully integrate as part of the CAP team, including a thorough onboarding and induction training process.
- **Performance Reviews:** Activate and ensure the regular review of employee performance through organisation-wide performance conversations, and the adjustment of job descriptions as needed, and ensure all people leaders have the tools on hand to achieve this.
- **Feedback Survey:** Manage the implementation of a regular employee feedback survey and share learnings with executive and people leaders.
- **Development:** Activate and ensure all employees have development opportunities, and ensure all people leaders have the tools on hand to facilitate this.
- **Policy and Process:** Provide clarity and steer on the application of CAP's people-related policies and processes, to equip "Heads of", Team Leaders and staff to act confidently and consistently. Create and review policy and process on behalf of the Executive Directors.
- **Remuneration strategy:** working with the People and Culture Director, create and refine a remuneration strategy, reviewing and updating as required.
- **Exit:** Undertake staff exit interviews, and share learnings with the People and Culture Director.
- **Employment Issues:** Support staff to resolve employment issues appropriately, in line with CAP's desired approach (People Foundations). Provide framework, support and advice for formal process and those with potential for risk.
- **Resourcing:** Develop and manage a people, HR and tools kete of resources, including external service providers, which are aligned with CAP's Organisational Identity and People Foundations. Work collaboratively with the Head of Events on tools that support organisation culture.
- **EAP:** Ensure appropriate systems for EAP are in place, with use reviewed (within confidentiality boundaries).
- Undertake all of the above in line with CAP's organisational identity and People Foundations.

Performance Indicators or Measurable Outputs include:

- Best practice HR is evident
- HR processes and polices meet organistion's requirements, are followed, are fit for purpose, reviewed regularly and updated as required.
- Processes are carried out in a timely way, with analysis and reporting back meeting the requirements of the People and Culture Director and Executive Leadership Team.

- Legislation related to employment and privacy is complied with, alongside compliance with other applicable legislation
- All data is accurate
- Confidentiality is maintained
- Role holder keeps up to date with case law and legislation changes

2) Manage the payroll function, ensuring staff are paid correctly and on time

- Manage the payroll function, working with the administrative assistance of the People and Culture Administrator, and liaising with the Finance Team.
- Ensure payroll is run accurately and on time
- Calculate and arrange any out of cycle payments
- Oversee any employee payroll data adjustments, including pay rate changes, hours of work changes and so on
- Identify where system improvements are required and adjust. Investigate and, with appropriate approval, implement new systems.
- Undertake spot check audits to ensure all parts of the payroll systems are working accurately, without error
- Keep abreast of payroll related legislation and ensure systems are updated
- Provide assistance to managers, team leads and staff with queries about leave and pay

Performance Indicators or Measurable Outputs include:

- Payroll is run on time, is accurate and all aspects meet legislative requirements
- Systems are fit for purpose and kept up to date
- Data is kept up to date, and confidentiality is maintained
- Staff are supported with information for leave and pay queries

3) Build the general knowledge, skills and confidence of “Heads of” leaders to lead and manage their teams effectively.

- **Advising on staff management:** Advise and/or coach “Heads of” and Team Leaders in effective staff management, development, and care as needed, including facilitating support for ‘high’ care staff cases.
- **Training and Development:** Arrange relevant and effective “Heads of” and Team Leader training and development on an ongoing basis, liaising with the People and Culture Director with regard to leadership capability development.
- **Change initiatives:** Support “Heads of”, Team Leaders and Executive Directors to consult with staff members as required on change initiatives.
- Undertake all of the above in line with CAP’s organisational identity and People Foundations.

Performance Indicators or Measurable Outputs include:

- Managers and team leaders feel supported in effective staff management and development
- Change management processes are sound, effective and efficient while holding staff well during the process
- Processes, training and support are provided in a manner that aligns with CAP’s organisational identity and People Foundations.

4) Advise the Executive Directors on best practice for people management and HR-related matters.

- **Cultural values:** Identify and act upon opportunities for CAP to demonstrate/integrate cultural values throughout all HR and employee processes, liaising with the Head of Events where appropriate.
- **HR Advice:** Work with, and advise the Executive Directors, on sound and legally-compliant HR and employment practices.
- **Reporting:** Provide statistics and information to the People and Culture Director for reporting. Ensure the People and Culture Director is fully informed of situations of potential risk for the organisation.

Performance Indicators or Measurable Outputs include:

- CAP cultural values are evident in HR and employee processes
- Situations of risk, and potential risk, are promptly reported to the People and Culture Director
- Accurate information is provided to the People and Culture Director for reporting and evaluation
- The Executive Directors receive sound, legally compliant advice on HR and employment practices

5) Assist the People & Culture Team to meet its objectives:

- When required, assist other People & Culture Team members with tasks during times of work over flow, covering leave and assisting to meet project deadlines, referring to the People and Culture Director for the setting of priorities
- Carry out tasks, within capabilities, as required by the People and Culture Director from time to time

Performance Indicators or Measurable Outputs include:

- This role supports across the People & Culture team when required
- People and Culture Director is supported by this role.

6) Participate in organisation-wide activities.

Pertaining to Organisational Identity & Culture:

- Participate in daily and weekly prayer meetings with colleagues for the work of CAP and its clients.
- Attend, and sometimes present at, conferences and away days to learn and grow in the work together with colleagues.
- Participate in Te Ao Māori learning and development opportunities, including within CAP.

Pertaining to Donor Relations:

- Regularly invite personal contacts to contribute to CAP's 'Life Changer' regular giving program and participate in office activities to this end, including an annual thankyou calling evening.
- Help out with 3-4 CAP Church Talks per year around Aotearoa, either by supporting or doing the talk.

Performance Indicators or Measurable Outputs could include:

- Consistently participates in all of the above listed activities

Authorities

- Allocation of budgeted resource, within the budget set for People & Culture.

Requirements of the Role

Personal attributes & values

- A strong personal alignment with the foundational Christian philosophy, organisational identity, culture, and values of CAP.
- Ability to work effectively and professionally.
- A learning attitude with a willingness to take on feedback, upskill and lift performance.
- A genuine care for people, with a desire to build positive relationships.
- Calm, solutions focussed thinking and manner when working with those experiencing high stress
- Ability to work with many different faith expressions, where-ever they are on the spectrum of conservative to charismatic.
- Ability to work comfortably and well in an NFP organisation that seeks to honour Te Tiriti o Waitangi in the way work is done.
- Ability to work comfortably and well in an environment which demonstrates the Christian gospel with stakeholders, shares about Jesus Christ as appropriate, and prays.
- Ability to work under time pressure, and a willingness to – when the work requires it - flexibly to work evenings, and weekends

Skills, knowledge, expertise & experience

- Proven experience in employee engagement and HR practice
- Clear, competent and confident communicator – verbal and written
- A thorough understanding on employment, remuneration and leave related legislation and able to integrate these into process and practice
- Proven ability in learning and development plans and resourcing, along with supporting individuals and teams for improved capability
- Relational strengths, and able to navigate complex people situations to enable successful outcomes
- Facilitation, coaching, mentoring, and training skills.
- Development of HR tools and processes, and policies
- Experience in change management, including applying organisation-wide culture change.
- Able to hold and manage confidential information appropriately
- Excellent oral, written and interpersonal communication skills.
- Computer literacy and skills, intermediate level Microsoft Office, and experienced in HR platforms such as Bamboo HR

Statement of Acceptance

The Employee will perform the duties set out in this Job Description. These duties may be modified and updated by the Employer from time to time following consultation with the Employee. The Employee also agrees to perform all other reasonable duties and comply with reasonable instructions issued by the Employer.

I confirm that I have read and understand this Job Description, and agree to abide by the duties, tasks and accountabilities within it.

Signature:

Date:

Name: