

QUEENSTOWN AIRPORT CORPORATION

POSITION DESCRIPTION

THIS POSITION DESCRIPTION PROVIDES AN INDICATIVE OUTLINE OF THE PURPOSE AND ACCOUNTABILITIES OF THE ROLE

Title and Reporting Relationships

Position Title: Manager, People and Culture

Reports To: Chief Executive Officer

Key Relationships:

- CEO and Senior Leadership Team
- All QAC Staff
- External Consultants

Date: July 2018

Position Overview

This role is responsible and accountable for providing professional and confidential generalist Human Resources advice, support and administration to the business. Manage the employee experience from “hire to retire”.

Key Accountabilities

Recruitment and Selection

- Assist with recruiting and placing high quality employees in line with QAC values
- Engage the services of recruitment agencies and manage their delivery on nominated recruitment jobs
- Conduct the full cycle recruitment process on nominated roles, including screening resumes, conducting phone and in-person interviews, coordinating psychometric testing, assessment centres and reference checking as appropriate
- Work with recruiting managers to facilitate selection decisions and ensure the offer process runs smoothly
- Manage all recruitment related communication with applicants, ensuring they receive notice of the decision on their application in a timely manner
- Prepare offer letters and Employment contracts
- Ensure IEAs are signed and filed in the HRIS
- Create new employee records, liaising with relevant stakeholders to ensure a smooth induction of employees into the business
- Facilitate the preparation of documentation and system set-up for new starters
- Provide a first point of contact for new starters to answer any questions they may have and facilitate a smooth introduction to the company
- Conduct weekly follow ups with all new starters in the first four weeks to ensure effective employee care and enable a great start into the organisation.

Records and Administration

- Ensure all HR documentation is kept up to date and accurate at all times
- Manage security log ins and training for Managers on the HRIS. Ensure access is granted only to appropriate staff
- Create and maintain personnel files, ensuring all relevant information is obtained and accurate for each employee
- Maintain online organisational charts and employee location updates, making changes as necessary to ensure they remain up-to-date and accurate
- Administer staff HRIS accounts, setting up new accounts and arranging changes as necessary
- Perform all HR administrative functions as required
- Answer payroll queries with support from the Finance Team

Learning and Development

- Monitor employee development plans and conduct training needs analysis as necessary
- Monitor expires of required qualifications
- Booking and organisation of internal and external training and courses
- Work with other staff responsible for training to ensure consistency across the business
- Ownership of the Learning Management System (LMS) – coordinate content, competencies, expiries and reporting

Relationship Management

- Liaise with stakeholders to deliver effective and efficient HR operations
- Develop and foster appropriate stakeholder relationships
- Provide advice and expertise on HR matters to appropriate stakeholders
- Build a relationship of trust with QAC teams

Performance Management

- Monitor new starters' progress, liaising with managers to ensure the necessary review meetings occur and documentation is completed.
- Coordinate the performance management process, including organising the necessary documentation and coaching managers and employees through the process as appropriate
- Advise and assist with disciplinary process, providing support and documentation to managers (support from external consultants as required)
- Minimise any risks to the business by exercising good judgement and providing sound advice
- Develop a framework for succession planning

Reporting

- Communicate updates and new HR information to the business
- Responsible for providing timely, accurate advice and assistance to managers regarding all Human Resources queries.
- Provide relevant information to business stakeholders to align HR metrics to wider business issues and information needs.
- Generate other ad-hoc reports as requested.

Engagement

- Coordinate annual staff engagement survey
- Assist and coordinate the survey results and next steps
- Conduct exit interviews with exiting staff

Sustainability

- Foster employee engagement and retention – drive QAC as a values-based organisation and employer of choice through strong leadership and advocacy. This includes actively managing QAC's social sustainability commitments to the living wage, gender pay equality and diversity as well as proposing appropriate staff incentives, discretionary bonuses etc.
- Encourage sustainable practices e.g. set up/use software to improve systems and processes e.g. build organisational insights, track time and attendance, scheduling, people/succession planning, goal setting and performance management.

Projects

- Manage/ contribute to people projects as required

Wellness Program

- Management of the wellness program, including continuous improvement and staff engagement
- Health monitoring processes
- Engagement of external wellness providers, including counselling services

Policies and Processes

- Ensure excellent familiarity with all policies and procedures, interpreting them in response to questions from employees
- Work with managers and employees to facilitate their understanding of and adherence to workplace practices and policies
- Develop improvements to the policies and procedures to ensure they are current, easy to follow and supportive of the business objectives
- Identify and propose opportunities for continuous improvement to HR systems and processes
- Working with stakeholders in the development of any new policies (to drive consistency of policies across the business).

Annual People Calendar

- Work with the CEO and SLT to set and action the people calendar activities each year

The above list is not exhaustive – due to business needs, individuals may be required to carry out additional duties as directed by the CEO.

Health and Safety

- Role model a "Safety First" approach by ensuring full understanding and adherence to any safety policies, rules and safe work practices
- It is the responsibility of each individual to ensure personal health, safety and welfare and that of others who may be affected by individual's actions
- To report all hazards, accidents, incidents and workplace illnesses to the General Manager Operations and record them in the appropriate documentation
- To cooperate fully with any rehabilitation plan where you are injured or become ill, to ensure a prompt return to work
- To use any personal protective safety equipment as required for safety

- Health and Safety performance targets will be set annually. To achieve these targets, an annual Health and Safety Plan will be developed and circulated. Employee contribution and performance will be measured against the annual Health and Safety targets and successful implementation of the plan

Minimum Requirements

Qualifications & Experience

- A tertiary qualification in Human Resources or a related discipline is desirable

Expertise

Work experience in HR or a related field is required.

Demonstrate advanced expertise in, or understanding of:

- Planning, organising, managing competing priorities
- Accurate data entry and attention to detail
- Aptitude for dealing with people
- Dealing with sensitive issues, using discretion and confidentiality

Demonstrates skills, or the ability to acquire skills, in the following areas:

- HR practices, employment law and regulations
- Employee Attraction and Retention
- Performance Management
- HRIS/LMS systems
- Health and Safety best practice

Personal Competencies/Attributes

- Self-motivating and managing and highly proactive – committed to putting all into the job every day and making things happen
- Tolerable of risk and have an optimistic attitude
- Conflict resolution skills and ability to stay calm
- Excellent ability to listen along with strong interpersonal skills – be able to ask the right questions, gather information and use and apply this by being an integrative and independent thinker and use imagination thinking outside the box
- A flexible team player – being able to relate to all levels within the organisation
- The ability to see the 'big picture'
- Charismatic personality and sense of humour
- A great planner, organiser, influencer and controller
- Total and complete professionalism

Key Performance Indicators

To be agreed with the CEO on an annual basis