

## POSITION DESCRIPTION

<b>Position Title:</b>	People Business Partner		
<b>Reporting to:</b>	Head of People and Culture Business Partnering		
<b>Direct reports: Indirect reports:</b>	0	<b>Location:</b>	Auckland
<b>Date created:</b>	October 2023	<b>Date last updated:</b>	June 2025

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### About Us | Mō Mātou

Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to **enhance the wellbeing of our communities** through our shared values of **We Discover, We Deliver, and We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 700 kaimahi (employees).

**Towards 2030** is Citycare Property's strategy that defines the ideal future state of our business and provides the detail to secure and optimise that future state. The strategy is built around five strategic priorities called the "**High5**". These five priorities provide clear direction on what will matter most in our business through to 2030. They enable Citycare Property to focus investment (time, money and resources), decision making, and action on a clearly defined strategy that is all-encompassing and interlinked in creating value for our shareholder, customers, employees and the wider community.

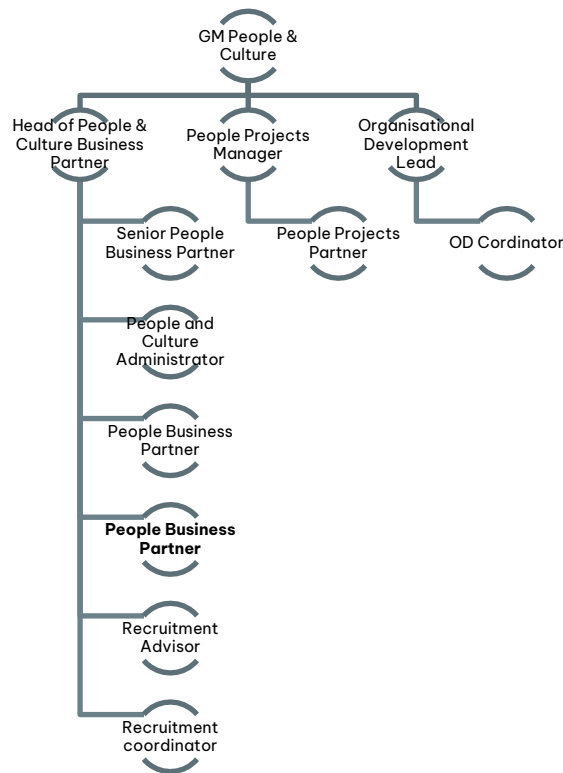
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### Primary Focus | Te Arotahi Matua

The role of People Business Partners is to align People and Culture strategies and practices with the overall business goals and objectives of the company. People Business Partners act as liaisons between People and Culture and the business, facilitating communication and collaboration:

#### Responsibilities will include:

- Build trusted relationships with stakeholders while confidently challenging the status quo to drive strategic, people-focused outcomes.
  - Deliver high-impact people solutions across the full employee lifecycle, leveraging People and Culture expertise to enable performance.
  - Champion a high-performance culture through seamless delivery of operational People and Culture support, policies, and best-practice processes.
  - Partner with Leaders to embed values, enhance inclusion, and increase the employee experience.
  - Drive continuous improvement with a focus on agility, innovation, and maintaining a competitive edge in people practices.
  - Align and engage stakeholders to accelerate the People Strategy and ensure business goals are effectively supported
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**Your Team | Tō Kapa**

**Key Accountabilities | Ngā Kawenga Takohanga**

<p><b>Contributing to the “Toward 2030” Strategy through the “High5” priorities</b></p>	<ul style="list-style-type: none"> <li>Decisions and actions taken are made in alignment with Citycare Property’s strategic priorities:             <ol style="list-style-type: none"> <li>We are for Social Infrastructure</li> <li>We are a Good Kiwi Company</li> <li>People and Their Safety are at the Heart of Everything We Do</li> <li>We deliver a World-Class Service</li> <li>We Build, Operate, Maintain, and Renew.</li> </ol> </li> </ul>
<p><b>Good Kiwi Company</b></p>	<ul style="list-style-type: none"> <li>Contribute to the High5 priority of being a Good Kiwi Company and ensures that the business unit is honouring Te Tiriti o Waitangi and invested in thriving local communities and sustainable practices.</li> <li>Adhere to all requirements for training and development in tikanga Māori, te reo Māori, Mātauranga Māori, and Te Tiriti o Waitangi to ensure that the cultural confidence of the business unit is aligned to Citycare Property’s expectations.</li> <li>Lead the implementation of any sustainability and environment initiatives within the business unit.</li> <li>Leverage the centralised support for community partnership activities and endeavour to make them fit for purpose, where appropriate</li> </ul>
<p><b>Business Partnering</b></p>	<ul style="list-style-type: none"> <li>Collaborate across the People Team and business units to deliver effective, tailored People and Culture generalist support that drives success.</li> <li>Identify people-related challenges and opportunities and provide practical solutions to improve performance and engagement.</li> <li>Lead or contribute to key people initiatives aligned with Citycare Property’s vision, values, and strategic goals.</li> </ul>

	<ul style="list-style-type: none"> <li>• Coach and support leaders to build people management capability, ensuring effective application of policies and processes.</li> <li>• Guide leaders in proactively managing performance – addressing issues early and recognising strong contributions.</li> <li>• Advise leaders on workforce planning, recruitment, change management, and employee relations to support sound business decisions.</li> <li>• Lead and support delivery of P&amp;C projects and initiatives in line with the People Strategy.</li> <li>• Ensure timely project execution, clear communication, and strong stakeholder engagement, collaborating with the broader People &amp; Culture team.</li> <li>• Continuously identify and recommend improvements to P&amp;C practices and processes to drive operational excellence.</li> <li>• Regularly review people processes, flagging enhancements to align with best practice and evolving legislative requirements.</li> <li>• Maintain accurate, current, and effective employee files in accordance with the Privacy Act.</li> <li>• Provide guidance on strategic workforce requirements for Leaders, providing planning support and expertise.</li> <li>• Proactively on-board new employees, working collaboratively with Leaders to manage a seamless and positive on-boarding / induction process for new employees, as well as cross-boarding and exit process for internal promotions/leavers, focussing on delivering an excellent employee experience.</li> <li>• Develop and implement processes in collaboration with relevant departments such as IT and Payroll to ensure a smooth and customer-centric experience.</li> <li>• Record and track new starter and exit survey information to identify areas for improvement and recommend interventions for any issues or escalate as required.</li> <li>• Take all practical steps to ensure communication to kaimahi and outside agencies is professional, timely and supports the best interests of the business.</li> <li>• Ensure Leaders are briefed on all People team initiatives</li> </ul>
<b>Employment Relations</b>	<ul style="list-style-type: none"> <li>• Provide quality employment relations advice for leaders to support team planning and development.</li> <li>• Prepare, issue, and follow up employment agreements and variations, negotiate individual employment agreement terms where required and within delegation.</li> <li>• Provide advice and guidance to leaders on Employment Relations.</li> <li>• Effectively supporting, coaching, and guiding leaders on ER and people management issues.</li> <li>• Effective case management of employee relations issues in accordance with Citycare Property principles. This includes management of performance issues and grievances, ensuring thorough processes, achieving effective and efficient resolution of issues with the best possible outcome, minimising reputational and legislative risk to the business.</li> <li>• Ensure employment legislation is followed, and any risks identified are reported to the Head of People and Culture Business Partnering</li> </ul>
<b>Industrial Relations</b>	<ul style="list-style-type: none"> <li>• Provide advice and guidance to leaders on Union matters.</li> <li>• Support collective bargaining negotiations and activities, union relationship management, reviewing collective terms and conditions to identify areas for improvement or risk.</li> </ul>

<b>Organisational Citizenship</b>	<ul style="list-style-type: none"> <li>• Upholds and exemplifies Citycare Property’s Values every day.</li> <li>• Honours the principles of Te Tiriti o Waitangi and actively promotes cultural diversity and inclusion within the business and our activities.</li> <li>• Undertakes all requirements for training and development in tikanga Māori, te reo Māori, Mātauranga Māori, and Te Tiriti o Waitangi to ensure that the cultural confidence of the business unit is aligned to business expectations.</li> <li>• Participates in the implementation of sustainability and environment initiatives within the business.</li> <li>• Upholds and complies with approved Citycare Property’s policies, plans, and programmes.</li> <li>• Undertakes all personal development and competency training to stay current and able to deliver changing requirements of the role.</li> <li>• Works collaboratively with other professionals (internal and external), ensuring the sharing of knowledge and experience.</li> <li>• Takes all practical steps to ensure communication to kaimahi and outside agencies is professional, timely, and supports the best interests of the business.</li> <li>• Establishes and maintains credibility and respect by building strong working relationships across the business.</li> <li>• Develops and supports colleagues, being quick to identify and problem solve any issues.</li> </ul>
<b>Additional Duties</b>	<ul style="list-style-type: none"> <li>• Any other duties of a similar type, as required by the Employer.</li> <li>• From time to time, it may be necessary to consider changes to the key accountabilities of this position so that we are able to adapt to changes in our business environment.</li> </ul>

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## Health, Safety and Wellbeing | Te Whare Tapa Whā

<b>All kaimahi are responsible for and required to:</b>	<ul style="list-style-type: none"> <li>• Be personally responsible for your own and others’ Health, Safety and Wellbeing at work.</li> <li>• Promote and participate in Health, Safety and Wellbeing, maintain a safe workplace, and ensure that all equipment is always used in a safe and correct way.</li> <li>• Be familiar with Health, Safety and Wellbeing procedures.</li> <li>• Always establish and insist upon safe methods and safe practices.</li> <li>• Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified timeframes.</li> <li>• Refuse to do work if you deem it to be unsafe and notify relevant people accordingly.</li> </ul>
<b>All People leaders are personally accountable for:</b>	<ul style="list-style-type: none"> <li>• Managing the Health, Safety and Wellbeing performance of work areas over which they have control, ensuring all work is performed in a safe manner and in a safe environment.</li> <li>• Ensuring all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace.</li> <li>• Ensuring Health, Safety and Wellbeing requirements are always adhered to, including ongoing assessment, training, and recording of kaimahi competencies.</li> <li>• Ensuring all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.</li> <li>• Continuing their own development and management competence to deliver Health, Safety and Wellbeing requirements.</li> </ul>

## Key Relationships | Ngā Hononga Matua

<b>Internal</b>	<ul style="list-style-type: none"> <li>• All Citycare Property kaimahi including:             <ul style="list-style-type: none"> <li>• Chief Executive Officer.</li> <li>• Executive Leadership Team.</li> <li>• All Leaders.</li> <li>• Head of People.</li> <li>• Wider Leadership Group.</li> <li>• Kaimahi</li> </ul> </li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>• CCHL.</li> <li>• Specialist external consultancies and provider.</li> <li>• Professional bodies.</li> <li>• Industry stakeholders.</li> <li>• Other miscellaneous stakeholders and supplier</li> </ul>

## Qualifications | Ngā Tohu Mātauranga

<b>Essential</b>	N/A
<b>Ideal</b>	<ul style="list-style-type: none"> <li>• A bachelor's degree in human resources, Psychology, or a related field.</li> </ul>

## Experience | Ngā Pukenga

<b>Essential</b>	<ul style="list-style-type: none"> <li>• 2+ years' experience in a People and Culture role.</li> <li>• Advanced user of Word, PowerPoint, Excel, and Outlook.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Ability to operate in a fast-paced, changing environment.</li> <li>• Exceptional time and project management skills.</li> <li>• Results and outcomes focussed, with experience in tracking, measuring, and evaluating outcomes to demonstrate impact.</li> </ul>
<b>Ideal</b>	<ul style="list-style-type: none"> <li>• 3 -5 years' experience as a Human Resources professional.</li> <li>• Proven experience and success in leading change and driving a continuous improvement culture.</li> <li>• The ability to collaborate and influence leaders at all levels, employees, unions, and other key stakeholders to ensure the continued improvement in people performance.</li> <li>• The ability to use sound People expertise to generate, evaluate and act on strategic options and opportunities.</li> <li>• Expertise in the effective negotiation of Collective Employment Agreements using an interest-based approach to bargaining.</li> <li>• Knowledge of the New Zealand Employment legislation and regulations</li> <li>• Solid understanding and experience leading risk management processes</li> </ul>

## Agreement | Whakaaetanga

I have read and understood this position description and, by signing below, accept and agree to deliver these responsibilities.

**Signed by Kaimahi (Employee):**

**Date:**

**Signed on behalf of the Employer:**

**Date:**

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**Disclaimer | Te Whakakape**

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the organisation. It is acknowledged that to remain current, regular amendments will be required. This is to be coordinated in association with the relevant Leader and the Head of People.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with their Leader to provide clear goals and objectives, against which individual performance will be managed.