

Position Description

People and Culture Business Partner

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our care homes and villages. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values.

Our pursuit of excellence comes from the things we value the most:



People First - Enhance the health, safety & wellbeing of our people.



Nurture Success - Seize opportunities every day, and in every moment.



Better Together - Work together in respect and harmony to empower everyone.

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

The People and Culture Business Partner provides strategic and operational partnership to leaders across the organisation to enable a capable, engaged, and high-performing workforce that delivers quality care. This role acts as a trusted advisor — aligning people strategies with organisational goals, leading improvement initiatives, and ensuring our culture, systems, and practices support *a better every day* for our people and residents.

Business Partners are expected to balance strategic thinking with practical delivery, working collaboratively across the People and Culture network to deliver solutions that are proactive, data-informed, and customer-focused.

Reports to:

Head of Business Partnering and Recruitment

Direct Reports:

N/A

Functional Relationships:

- Regional Business Manager
- Regional Clinical Managers
- Care Home and Village Manager(s)
- Clinical Services Manager(s)
- Registered Nurses
- Care Home and Village employees
- People and Culture Team
- Support Office Teams
- Wider employee network

Key Accountabilities:

Strategic People and Culture Leadership

- Partner with operational and clinical leaders to align people strategies with organisational and regional objectives.
- Contribute to workforce planning, talent management, and culture transformation initiatives.
- Support the implementation of enterprise-wide P&C projects, policies, and frameworks.
- Translate people insights and workforce data into actionable recommendations that drive business performance.
- Build strong, trust-based relationships with leaders to influence outcomes and embed people-centred leadership practices.

Workforce Planning, Recruitment and Retention

- Anticipate workforce needs and develop proactive workforce and succession plans.
- Support the attraction and retention of skilled aged care professionals through effective recruitment and onboarding practices.
- Partner with hiring managers to ensure a positive candidate experience and compliance with immigration and sector standards.
- Use workforce analytics to identify gaps, trends, and opportunities for improvement.

Capability, Learning and Development and Engagement

- Identify training needs and partner on capability programmes that strengthen leadership and care practice.
- Support delivery of professional development pathways, including qualification progression and cultural competency.
- Champion ongoing learning aligned with clinical, regulatory, and organisational priorities.
- Coach managers to build strong, trust-based relationships with their teams and promote engagement and wellbeing.

Performance and Change Management

- Enable leaders to apply consistent and effective performance management practices.
- Support organisational change initiatives, including restructures, system transitions, and culture programmes.
- Provide guidance on communication, consultation, and engagement through change.
- Champion a values-driven, inclusive culture where feedback, accountability, and growth are encouraged.
- Embed Te Tiriti o Waitangi principles in all people and organisational practices.

Compliance and Risk Management

- Ensure adherence to all employment law, health and safety obligations, and aged care sector standards.
- Monitor P&C metrics, trends, and risks, and provide evidence-based recommendations.
- Support audits, investigations, and continuous improvement activities.
- Contribute to maintaining governance, documentation, and consistency across all P&C processes.

Projects, Continuous Improvement and Customer Service

- Lead and contribute to People and Culture projects that drive efficiency, consistency, and service excellence across the organisation.
- Apply a continuous improvement mindset to identify and implement enhancements to P&C systems, processes, and tools.
- Collaborate with the P&C Hub, L&D, OD, and business leaders to streamline workflows and improve the customer experience for managers and employees.
- Champion a customer-focused approach within the P&C function, ensuring every interaction adds value and supports positive business outcomes.
- Support the development and maintenance of the P&C Service Catalogue and associated service-level standards.

Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority

TBC

Core Competencies

Trusted Partner	Values and builds long term relationships, puts the clients interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the clients strategy and approach not just surface wants. Is reliable – does what the say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
Driving for Results	Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
Tenacity	Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
Business Acumen	Displays a keenness in understanding and dealing with a "business situation" in a way that is likely to lead to a good outcome. Uses their approach to improve financial performance and leadership development.
Deal with Ambiguity	Anticipates impact of change; plans how to shift gears Uses ingenuity to compensate without having the total picture. Rises to the challenge, accepting risk and uncertainty as normal. Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the unknown
Courage	Display professional courage by seeking feedback and listening, say what really needs to be said in a professional manner, communicate openly and frequently, embrace change, make decisions and move forward, give credit to others and hold yourself and others accountable.
Transfer skills to Business	Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identifies transferable skills for their current role/ project / situation to add value and achieve a positive outcome for the business.
Facilitating Change	Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

The intent of this position description is to provide a representative summary of the major duties and responsibilities, and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.