



HERITAGE LIFECARE

Position Description

Manager Employment and Industrial Relations

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 Manager Employment and Industrial Relations, provides expert support and case management across the organisation to ensure consistent, fair, and timely resolution of employment and industrial matters.

Working as part of the People and Culture centre of excellence, the role builds leader capability, strengthens employment practice, and contributes to a positive, values-based culture aligned with Heritage Lifecare's mission of providing *a better every day* for our residents and teams.

This position monitors and supports the delivery of effective, legally compliant, and people-centred employment and industrial relations advice and processes, partnering closely with P&C Business Partners, the P&C Hub, and operational leaders.



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Reports to: Head of Business Partnering, Employment Relations and Recruitment

Direct Reports: Employment Relations Specialist

Functional Relationships: Care Home and Village Manager(s)
Clinical Services Manager(s)
Registered Nurses
Care Home and Village People
People and Culture Team
Support Office
Employee networks
Unions

Key Accountabilities:

Employment Relations Case Management

- Monitor and manage ER case load across the organisation — from first contact through to resolution.
- Support and mentor the ER Specialist through the ER and IR matters, and ensure timely resolution
- Support and guide leaders through disciplinary, performance, and other employment processes.
- Prepare, and review prepared documentation including investigation notes, timelines, letters, and outcome summaries, including readiness and case lodgement /filing for mediation and ERA processes.
- Endorse team prepared documentation including investigation notes, letters, and outcome summaries.
- Escalate complex cases, discussions and action planning with the Head of Business Partnering, Employment Relations and Recruitment.
- Ensure cases are progressed in accordance with policy, legal requirements, and organisational values.
- Maintain accurate, confidential case records and contribute to reporting and analytics.
- Develop and implement proactive ER and IR strategies that support stable employment relations, mitigate risk, and enhance employee engagement.
- Identify systemic or recurring ER issues and partner with P&C leaders so they can provide a holistic view of people matters in the business.
- Partner with Health, Safety and Wellbeing to ensure ER and IR practices and return to work approaches support psychological safety, fair treatment, and a culture of care

Industrial Relations Support

- Provide expert advice and guidance, whilst fostering a collaborative and delivery focussed culture.
- Support the ER Specialist and P&C Business Partners in coordinating consultation and engagement processes with unions and employee representatives.



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- Assist with the preparation of data, documentation, modelling and analysis to inform collective bargaining and industrial discussions.
- Monitor and track industrial relations issues and trends, escalating emerging risks or opportunities for proactive resolution.
- Work closely with the Head of Business Partnering and Advisory and the CPO, to support the preparation and planning for collective bargaining, including setting strategy, timelines, communications, and implementation plans.
- Contribute to implementation of collective agreements and communication of key outcomes to managers and teams.
- Build, and maintain constructive and enduring relationships with people leaders, and Unions.
- Lead and promote constructive and respectful relationships between Heritage Lifecare and its union partners, consistent with our values and obligations under Te Tiriti o Waitangi. Act as 2IC for Employment and Industrial Relations portfolio when required, providing continuity in leadership, union engagement, and issue management

Advice and Support

- Provide guidance, support and mentoring to the ER Specialist and others in the P&C team.
- Provide consistent, pragmatic, and risk-aware ER and IR advice to managers, supporting early resolution.
- Support the Business Partner with Change Management processes and practices to ensure compliance and best practice, with no ER outcomes resulting from Change Management.
- Partner with the P&C Hub and Business Partners to triage and manage ER queries at the appropriate level.
- Interpret employment agreements, policies, and collective agreements to guide decision-making.
- Support and advise on collective bargaining, mediation, and union-related processes.
- Ensure compliance with employment and industrial relations legislation, including the Employment Relations Act.
- Escalate complex cases to the Head of P&C Business Partnering, ER and Recruitment or Chief People Officer where appropriate.
- Work with third parties if required to seek appropriate decision making and resolution.
- Contribute to organisational policy development and governance processes to ensure alignment with legislative change and evolving best practice
- Monitor developments in employment law, industrial relations, and aged care workforce regulation, advising the Head of Business Partnering and Advisory and Chief People Officer on strategic implications.

Capability Building

- Coach leaders to strengthen understanding and confidence in employment practice.



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- Maintain ongoing development and delivery of ER training, guides, and toolkits to support our leaders.
- Support continuous improvement initiatives that simplify processes and empower leaders.
- Contribute to policy updates, and communication materials that strengthen leader capability.
- Provide leadership, performance feedback, and development planning for the ER Specialist to build technical depth and professional growth

Continuous Improvement and Compliance

- Monitor and measure trends and contribute to ER insights, reporting, and data-driven recommendations.
- Support internal audits and risk reviews relating to ER, investigations, and case outcomes.
- Ensure continuous improvement initiatives are delivered whilst maintaining a robust ER knowledge base and standardised documentation library.
- Keep abreast of industry relations unions and industrial action activities with a view to ensure compliance and controls in Heritage Lifecare are maintained to the highest standards.
- Ensure employment practices align with New Zealand employment law, health and safety obligations, and Te Tiriti o Waitangi principles.

Culture and Values

- Role-model values of compassion, integrity, accountability, teamwork, and excellence.
- Promote respectful communication and a learning mindset in all interactions.
- Actively support wellbeing, inclusion, and positive workplace culture across all regions.

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



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- 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.