Position Description

People and Culture Project Specialist (ElevateHR) - Fixed Term

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 & Culture Project Specialist (ElevateHR) is responsible for delivering the ElevateHR project workplan which is a strategic review and update of Heritage Lifecare's People & Culture processes, systems, and support.

This is a hands-on role, gathering insights through surveys, workshops, and stakeholder sessions, undertaking analysis, where necessary and undertake the work to be completed to deliver leading HR practices. The position will create, review, and maintenance of People & Culture policies and procedures to ensure alignment with organisational goals, employment law, and best practice.

The role ensures that all People & Culture documentation is practical, accessible, and legally compliant, supporting a fair and consistent workplace culture while providing clear guidance for managers and staff.
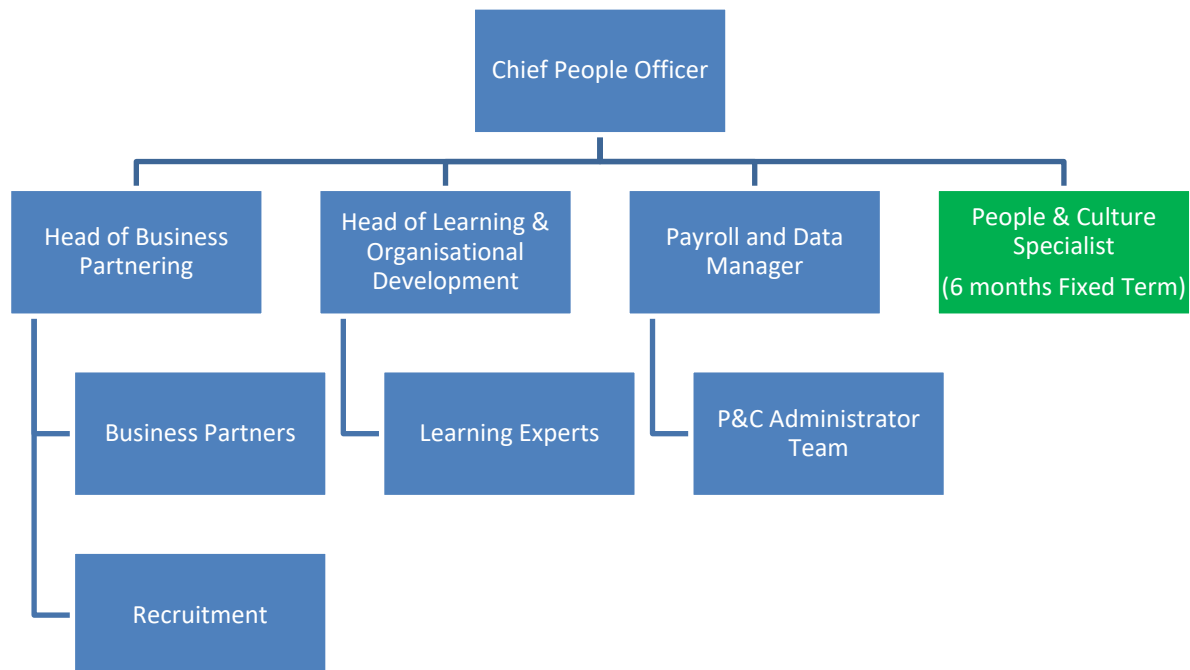
Reports to: Chief People Officer (with day-to-day and project oversight from the Payroll & Data Manager)

Direct Reports: 0

Functional Relationships: Chief People Officer, Payroll & Data Manager, People & Culture team, Executive Team, Operations Managers, Clinical Leaders, wider staff.
Consultants, system vendors, sector networks.

Team Structure High Level Overview:

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                        Chief People Officer
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  Head of Business   Head of Learning &   Payroll and Data   People & Culture
   Partnering        Organisational       Manager            Specialist
                     Development                             (6 months Fixed Term)
        │                  │                  │
  Business Partners   Learning Experts   P&C Administrator
                                         Team
        │
   Recruitment
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Key Accountabilities:

Project Delivery

- Deliver the ElevateHR project within agreed scope, timeframes, and quality standards.

- Assist in the develop and maintenance of project schedules, documentation, and progress reports.

- Gather, analyse, and synthesise data to inform recommendations.

- Prepare outputs such as process maps, updated policies, letter templates, manager guides, and training materials.

Stakeholder Engagement

- Coordinate and facilitate staff surveys, interviews, focus groups, and workshops.

- Engage with stakeholders and subject matter experts to ensure effective approaches are adopted.

- Document and integrate stakeholder feedback into project deliverables.

- Build strong working relationships with managers, staff, and external partners to support engagement and buy-in.

Analysis & Insights
- Identify key themes, pain points, and opportunities for improvement.
- Benchmark findings against New Zealand HR/People best practice.

Reporting & Documentation
- Prepare clear reports, summaries, and recommendations for the Chief People Officer and Payroll & Data Manager.
- Maintain accurate project records and ensure deliverables are met.
- Support development of an implementation roadmap for improvements.

Policy and Process Improvement
- Research employment law, regulations, and industry standards to ensure compliance.
- Draft, revise, and format People & Culture policies, handbooks, SOPs, and guidelines.
- Conduct gap analyses and identify areas requiring improvement.
- Collaborate with P&C leaders and communications experts to ensure documentation is clear and accessible.
- Develop and implement communication and training plans for new or revised policies.
- Manage a centralised documentation repository with version control.
- Provide guidance and training on the interpretation and application of policies and procedures.
- Coordinate with cross-functional teams to ensure organisation-wide alignment.
- Monitor policy effectiveness and recommend updates as required.
- Use automation tools (e.g., Power Automate, Visio, intranet) to streamline processes and reduce error

Project Finalisation
- Deliver process flows, updated/revised policies, manager guides, and documentation templates that are clear and accessible.
- Enable a scalable, future-ready People & Culture ecosystem that supports business growth.

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 uncertainly 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.

Person Specification

Qualifications & Experience

1. Human Resources / People & Culture

• Solid grounding in HR operations, policies, and compliance.

• Experience drafting and implementing HR policies, guides, and documentation.

• Understanding of New Zealand employment law, HR best practice, and compliance frameworks.

• Exposure to HRIS or workflow systems, ideally in complex service environments (aged care, healthcare, or other regulated sectors).

2. Project Management / Change Delivery

• Hands-on experience delivering structured projects, ideally in HR, organisational development, or business improvement.

• Skills in planning, scheduling, and reporting on projects.

• Ability to develop clear outputs such as process maps, roadmaps, or training resources.

• Experience finalising and embedding deliverables, not just analysis.

3. Policy & Process Development

• Experience researching, drafting, and rolling out workplace policies and procedures.

• Confidence conducting gap analyses and benchmarking against best practice.

• Familiarity with document management systems and version control.

4. Stakeholder Engagement & Facilitation

• Strong track record facilitating workshops, focus groups, or staff engagement sessions.

• Skilled in synthesising feedback into actionable insights.

• Ability to build trust with both frontline staff and senior leaders.

Skills & Attributes

• **Analytical & solutions-focused** – able to interpret qualitative and quantitative data into meaningful recommendations.
• **Exceptional written communication** – turning complex HR and compliance language into accessible policies and guides.
• **Tech-savvy** – confident with Microsoft Office, survey platforms, SharePoint, and automation tools like Power Automate.
• **Adaptable & pragmatic** – comfortable working independently on a fixed-term project, with a focus on outcomes rather than theory.
• **Sector awareness** – prior experience in aged care, health, or another highly regulated service sector would be a strong advantage.

Measures of Success

• ElevateHR project delivered to agreed scope, timeframe, and quality.

• High levels of stakeholder engagement with useful outputs.

• Evidence-based findings and clear recommendations produced.

- Positive feedback from the Chief People Officer, Payroll & Data Manager and key Operations representative on delivery and documentation.