

A wānanga provided in section 162(4)(b)(iv) of the Education Act 1989, is characterised by “teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuatanga Māori (Māori tradition) according to tikanga Māori (Māori custom)”.

Portfolio Manager - Employment Relations

location	Uepū / Wāhanga Department	Kiriwhanake
	Takiwā / Rohe District	
	Wāhi Mahi Location	Te Puna Manaaki and Takiwā
Reporting & remuneration	Whakataui ki Reports to	
	Māka Pūtea Salary Grade	
	Māngai Pūtea Financial Delegation	Nil
	Wā Roanga Tenure	As per letter of offer
Stakeholders	Ngā Rōpu Whaihua Functional Relationships	Internal • Kiriwhanake Uepū • Te Wānanga o Aotearoa Kaimahi • Key stakeholders within Te Wānanga o Aotearoa External • Iwi/Hapū • External Stakeholders (Contractors and Suppliers) • Unions (TEU & Tuia) • Government Agencies • Consultants • Partner Organisations • Relevant external agencies and providers

purpose	Pūtake Tūranga <i>Role Purpose</i>	The role of Portfolio Manager – Employment Relations position leads and manages a caseload of complex employment relations issues. They are responsible for ensuring processes are carried out professionally and consistently and follow HR best practice, align with the relevant Tikanga Whakahaere and comply with all relevant Employment Legislation.
Key Performance Indicators		Success Factors
Quality ER Process		
• Ensure compliance with Human Resources Policy and Procedures, and legal requirements by guiding and influencing leaders to understand their Employment Relations risks and how to effectively manage them • Perform internal audit/investigations of employee relations issues, complaints, and disputes; makes recommendation for resolutions. • Leads on employment investigations providing guidance and support, and where appropriate working collaboratively with our internal legal team or to external contractors in the management of complex ER cases; • Lead the development and maintenance of resources, templates and tools to ensure there is consistency in ER practice across the business		• Processes are conducted professionally, consistently and objectively to support Te Wānanga o Aotearoa strategy. They are conducted in accordance with relevant Tikanga Whakahaere • Head of Employee Relations and Advisory kept regularly appraised regarding progress and risk • Working closely with the Head Employee Relations and Advisory, briefing documents are prepared to ensure the relevant information is available to all stakeholders • Information utilised is accurate, relevant and processes are legally compliant • All processes are conducted professionally, objectively and respectfully to ensure that a reputation of being professional and ethical is maintained for the team and for Employee Relations processes undertaken on behalf of Te Wānanga o Aotearoa. Investigations: • Employment investigations follow the stated Terms of Reference the principles of natural justice • Investigation Reports are completed within agreed timeframes • Ensure all procedural timeframes and any Terms of Reference are agreed, expectations are understood, and any amendments be communicated, monitored and met by all parties. • Information provided is accurate and succinct
Dispute Resolution Processes (Tikanga Based and Legislative)		
• Facilitate and mediate employee/management disputes with a kaupapa Māori lens • Provide support to Head Employment Relations & Advisory to resolve ER matters through Mediation with MBIE		• The Mediator/Facilitator has a clear understanding of the dispute • Resolutions are achieved in a timely manner Tikanga: • Create a safe space • ‘hohou i te rongo’ (settle the peace) • Tautoko / Supporters • Karakia Mihi • Whakawhanaungatanga
Advisory and Union Engagement		

- Establish and maintain good working relationships with managers. - Provide advice and in-depth counsel to leadership across Te Wānanga o Aotearoa on employee issues - Preparation, undertaking and implementation of bargaining for education sector - Supports Collective agreement and pay equity negotiations - Update employment agreements - Providing information and reporting for key external agencies with an interest in industrial	- To maintain the highest standard of personal and organisational integrity - All parties to Te Wānanga o Aotearoa Employee Relations processes have the requisite understanding of the process and their role within it - Working closely with the ER Advisor ensuring all parties to ER processes are compliant to process appropriately - Participate in related work programmes and work closely with kaimahi and union partners and stakeholders to ensure bargaining outcomes meet agreed objectives.
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and employment relations outcomes, including the TEC (Tertiary Education Commission) and MBIE (Ministry of Business, Innovation and Employment). Works with unions and other employee representatives as part of an employment process and/or attends mediation (or other dispute resolution processes)	Advises the sector about individual employment agreements as required in accordance with legislation
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Risk Management

- Effectively manage risks and escalate risks and propose appropriate mitigation where necessary - Conflicts of interest are identified and managed	- Any potential risks are identified and managed - Risks are promptly communicated to the Head Employment Relations and Advisory - Proposed mitigation measures are shared and agreed strategy put in place - The appropriate level of confidentiality is maintained throughout - Perceived conflicts are managed appropriately - Legislative compliance is maintained - Risk to Te Wānanga o Aotearoa is minimised
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Policy and Training Development

- Contribute to the development of ER policy and procedures to ensure there is consistency in ER practice across the organisation - Interpret policy and procedures consistently and objectively - Work collaboratively with Kiriwhanake and other Uepū to provide advice to support training initiatives where required.	- Relevant Te Wānanga o Aotearoa policies follow best practice and fulfil legislative requirements - Policies meet business needs and are actively followed and updated accordingly - Training support provided is accurate and in line with, policy and legislative requirements
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Kaimahi Experience

Te Wānanga o Aotearoa has a unique history and operating context. Te Kaupapa Matua o Te Wānanga o Aotearoa tells our history, guides our future and shapes the unique identity of our wānanga. There is therefore an expectation that kaimahi;

- Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions
- Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.

- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa
- Actions of kaimahi are aligned with Te Wānanga o Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa.
- Values and Te Kaupapa Matua o Te Wānanga are applied in a manner that protects the mana of Te Wānanga o Aotearoa its vision, mission, and philosophy.

Kaimahi Experience

- Encourage and foster a productive environment that benefit all kaimahi
- Effectively utilise technology and automation, when possible, to provide streamlined access to capabilities and insights that positively impact the day-to-day mahi
- Support kaimahi experience and ensure that employees feel connected, empowered, wellinformed and have great experiences at mahi

- Uphold Ngā Uara in your everyday working practices
- Kaimahi are listened to and valued when communicated with. Integrity and Mana are upheld

- Stay abreast to current trends and developments to Support and nurture kaimahi experience

Health and Safety

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| <ul style="list-style-type: none"> • Comply with all health, safety and wellness policy and procedures • Recognise and address circumstances to prevent unhealthy or unsafe situations • Perform any manual duties in a safe and responsible manner • Report faults in accordance with policy • Process risk management forms and health and safety issues accordingly | <ul style="list-style-type: none"> • Health, safety and wellness policies and procedures are adhered to and complied with • Risk minimisation assessment is completed and any identified mitigation action taken • Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures • Faults are reported immediately to relevant personnel • Forms are completed that accurately reflect risks and health and safety issues. |
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Other Duties

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| <ul style="list-style-type: none"> • Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications • Undertake professional development as identified • Attend hui kaimahi as requested • From time-to-time all kaimahi are encouraged to engage in other activities outside their assigned duties, such as (but not limited to) setting up and attending pōwhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles | <ul style="list-style-type: none"> • Requests by the employer are undertaken • Professional development is undertaken as agreed • Hui are attended as required <p>Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa</p> |
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The employee shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.

Person Specification

Qualifications and Experience

Qualifications:

- Bachelor's degree in Human Resources, Management or Bachelor of Laws or relevant discipline

Experience:

- Working knowledge of employment laws and regulations and other pertinent HR strategic practices
- Demonstrated knowledge and understanding of the principals of natural justice and fairness
- Ability to protect confidentiality and personal privacy while handling sensitive documents and records
- Ability to build trust-based relationships at all levels
- Exceptional written and verbal communication skills
- Five (5)+ years of experience in employee relations/complaint investigations or related experience
- Five (5) years experience exhibiting negotiation, problem solving and conflict resolution skills
- Experience engaging with union representatives
- The ability to remain respectful, objective and empathetic when confronted with challenging situations
- Travel may be required from time to time

Āhukatanga Māori:

The responsibilities and expectations outlined in this position description may alter as business needs change. In addition specific objectives and outcomes will be agreed to with the employee's manager on an annual basis at performance review.

- Engages in cultural activities and has a sound understanding of āhukatanga Māori (values, culture and tikanga)
- Understands and uses basic te reo Māori phrases, mihi and greetings (TARM level 2 or equivalent qualification)
- Prepared to increase knowledge, understanding and everyday use of te reo and āhukatanga Māori and support other kaimahi in the same endeavour
- Embraces a Māori world view underpinned by the values of Te Aroha, Te Whakapono, Ngā Ture and Kotahitanga

Technical Skills

Are the specialised skills and abilities required for a particular role

- Sound investigative skills including gathering, researching, analysing and evaluating information
- Excellent written and oral communication skills
- Personal and professional resilience, with the ability to role model behaviours, exercising sound judgement, problem solving and decision making
- Strong interpersonal skills, with the ability to build a rapport and demonstrate empathy
- Experience influencing and building capability in others
- An understanding (or an openness to developing an understanding) of the Treaty of Waitangi/Te Tiriti o Waitangi and its application to the work of Te Wananga o Aotearoa
- Demonstrated Report writing skills

Behavioural Skills and Attributes

Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles

Analytical Ability

Analyses, investigates and interprets data, issues and situations.

Attention to Detail

Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.

Conflict Management

Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations. Manages and resolves conflicts and disagreements in a positive and constructive manner to minimize negative impact.

Expertise

Has the underlying knowledge and skills necessary to perform a particular type or level of work activity. Typically reflects career-long experience in the job or occupational area.

Information Seeking

Goes beyond questions that are routine or required in the job and can “scan” for potential opportunities or miscellaneous information that may be of future use.

Integrity and Honesty

Establishes credibility and trustworthiness through appropriate actions; and is considered consistent; dependable and honest.

Listening

Practises attentive and active listening, has the patience to hear people out and is perceived to have good rapport and reputation by others.

Self-Control

Keeps one’s emotions under control and restrains negative actions when provoked, faced with hostility from others or when working under stress. Maintains stamina under continuing stress.

