

Business Partner People & Capability

POSITION DESCRIPTION

Your Place in Nelson City Council

You are part of the People and Capability Business Unit reporting to the Manager of People and Capability.

Purpose & outcome of this role

Partner with people leaders across a designated directorate to deliver strategic and operational People & Capability support. Act as a trusted advisor, providing expert guidance, coaching, and solutions across the full spectrum of HR and organisational development activities. Champion people-focused initiatives that align with Council's long-term goals, enhance organisational capability, and foster a positive and high-performing workplace culture.

About the People and Customer Directorate

We are a diverse portfolio of functions enabling organisational transformation and integration of customer experience across Council, delivering a unified, customer-centred approach to service and culture. We shape and enable the future-focused customer strategy, support our Council to embed organisational transformation, and ensure the capability and engagement of our people directly enhance the experiences of our communities. We bring together a variety of functions ensuring regulatory obligations are met and service delivery is achieved to meet the broad needs of the community.

Your Senior Individual Contributor cohort expectations

Senior Individual Contributors help bridge strategy and delivery at Nelson City Council.

You bring a sound understanding of our strategic direction, organisation, and the people we serve — applying your expertise to shape and implement high-quality advice and work that delivers meaningful outcomes for customers, community and Council.

You take ownership of complex work, showing drive and initiative to solve problems and keep things moving. You combine strategic awareness with pragmatism — able to dig into detail while keeping sight of the bigger picture and exercising sound judgement when the answer isn't straightforward.

You manage your work, time and resources responsibly, and support others to do the same. You know when to act independently and when to involve others to get the best result.

You collaborate and influence effectively, working well across Council and with external stakeholders. You lead projects and coordinate delivery — ensuring others are clear on responsibilities, timelines and priorities, so we deliver well for Council, customers and community.

You act with integrity and model Council's values in action. You mentor less experienced colleagues and share knowledge freely to help others build their capability — supporting a culture of learning, innovation and shared success.

Through practical expertise and a focus on public value, you help turn strategy into real-world results for Nelson — now and into the future.

Context and responsibilities of this role

The Nelson City Council *Shaping our Future* Transformation Programme brings exciting opportunities to improve how we serve our community, but it also requires strong support for our people.

You will partner with managers to build confidence and capability in leading people through change. This includes offering proactive support in navigating workforce transitions, fostering resilience, and cultivating a culture of adaptability and continuous improvement.

You will lead and contribute to projects and change initiatives that enhance organisational capability and culture, while building strong relationships with internal and external stakeholders to enable positive change experiences.

You will deliver comprehensive support across the employee lifecycle including workforce planning, recruitment, induction, learning and development, performance management, employment relations, and exit processes.

In addition to meeting the expectations and capabilities of your Senior Individual Contributor cohort, your specific role is accountable for:

- **Strategic Workforce Planning.** Collaborate with leaders to align workforce planning with Council's strategic goals. Support organisational design and capability development initiatives, especially those linked to the Shaping our Future transformation programme.
- **Employee Relations and Engagement.** Provide expert advice on employment legislation, policies, and procedures. Foster a positive workplace culture through proactive engagement strategies and conflict resolution.
- **Performance and Capability Development.** Partner with managers to identify capability gaps and implement development plans. Support performance management processes, including coaching and feedback mechanisms. Strengthen the capability of Council leadership by coaching Group, Business Unit managers and Team Leaders to develop and extend their own competency in coaching their staff.
- **Recruitment and Talent Management.** Guide recruitment strategies to attract and retain top talent. Support succession planning and internal mobility.
- **Wellbeing and Diversity, Equity and Inclusion (DEI).** Promote and support Council's health and wellbeing initiatives and promote the principles and practices of the Council's DEI policy.
- **HR Policy and Compliance.** Develop, review, and implement HR policies and procedures. Ensure Council's practices are legally compliant and aligned with public sector standards.
- **Data and Insights.** Use HR analytics to inform decision-making and track progress on people initiatives. Provide reporting and insights to senior leadership.

Capabilities you must do well

Connect to purpose and strategy

You understand Council's strategic direction. You help suggest practical ways to implement strategy, flagging potential risks and opportunities. You reflect strategy in how you plan and deliver your work and help others connect to the bigger picture by explaining the 'what and why'.

Focus on customers and community

You help build a culture that puts understanding our customers and diverse community needs at the centre. You use customer feedback and insights to improve our work, leading to improvements that enhance accessibility, quality and trust, and deliver outcomes that matter for Nelson.

Deliver outcomes that add value

You lead technically complex work or large projects to a successful outcome. You align work to Council's goals, constructively navigate challenges to remain on track, and support others to do the same. You monitor progress to ensure delivery is timely, high-quality, and aligned with expectations.

Engage and collaborate

You communicate with clarity and impact collaborating across Council to ensure alignment and joined-up outcomes. You understand and strengthen partnerships with iwi of Te Taihū and key stakeholders, as appropriate to your role, fostering trust through inclusivity, cultural competence, and engagement aligned with community needs.

Lead and grow self and others

You demonstrate self-leadership and live our values through how you reflect, learn and interact. You own your development, behaviour and performance, seek feedback and learn from others, using insight to grow your capability and impact. You mentor others, support their growth, and share knowledge generously.

Adapt, improve and innovate

You anticipate and prepare for change so you can navigate what's ahead effectively. You challenge assumptions and try new ways of working, based on evidence, feedback and insight. You take an 'all-of-Council perspective' and help test and embed improvements across Council to deliver lasting value

Relationships

Internal

- Actively build constructive and trusting relationships with stakeholders including people leaders, employees and team members, employee representatives and external service providers

External

- You build and maintain connections with key external contacts and organisations, to learn from and contribute to best practise, and consider diverse perspectives to enrich our work.
- Contractors, consultants, or vendors – At times you may work with external specialists. You support these roles by sharing business context and guidance, and benefit from learning and working alongside them.

Experience and qualifications

In addition to 'capabilities you must do well' the following experience and qualifications are specifically required for this position:

Qualification

- A recognised and relevant tertiary qualification in Human Resources, Organisational Psychology or a related discipline.
- Additional certifications or training in Change Management, Organisational Development, Employment Relations, Coaching or Wellbeing (desirable).
- Evidence of ongoing professional development and commitment to innovation and excellence. May have a relevant human resources professional membership.

Knowledge & Experience

- Extensive experience as a generalist human resources professional, including one or more areas of specialist HR/OD/Change experience.
- Experience in a Business Partner or Senior Adviser (or equivalent title) position in a medium to large organisation.
- Sound knowledge of NZ employment legislation and case law, with experience applying it to varied scenarios.
- Coaching, facilitation and investigation skills.
- Demonstrate an understanding or willingness to understand and show commitment to the principles of Te Tiriti O Waitangi.

All of Council responsibilities

Te Puāwaitanga – Cultural Competency Framework

At Council, we develop capability across five key areas of cultural competency* to strengthen how we engage with iwi and Māori and build trusted partnerships. These areas are Te Tiriti o Waitangi, Te Reo Māori, Tikanga Māori, Whānau, Hapū, Iwi/Māori Partnerships, and Racial Equity and Unconscious Bias. For this role, the minimum expected level is comfortable across the first four areas, and confident for Racial Equity.

*See Te Puāwaitanga Cultural Competency Framework for more detail.

Health, Safety and Wellbeing

As a valued member of Council, your contribution to health, safety, and wellbeing is essential. Whether you work in the office, in the field, or anywhere in between, you take personal responsibility, follow safe work practices, stay engaged with Council's health and safety systems, and report hazards and concerns. Your proactive actions and support for colleagues help shape an inclusive, psychologically safe environment—one where people feel protected, respected, and able to thrive.

Emergency Management, Civil Defence and Business Continuity

As a Council employee, you have an important role in supporting Council's emergency readiness and response. You take part in preparedness activities and respond promptly to emergencies when required, in line with your role or you support covering those staff directly involved in the response. Your participation helps ensure Council can continue delivering essential services and support community safety and recovery during emergency events.