

People and Culture Advisor

Team:	People and Culture
Group:	People, Finance and Workplace
Grade:	16
Reports to:	People and Culture Manager
Location:	Wellington Office
Updated:	February 2025

Role Purpose:	<p>Provides effective people and workplace culture advice and proactive advisory support to ensure VSA is a strong, supportive place to work.</p> <p>Leads delivery of HR processes and systems, including Health, Safety and Wellbeing, staff recruitment, onboarding processes, and employee wellbeing.</p> <p>Provides reliable, consistent and effective people and workplace culture related advice to staff and line managers, to enhance the people experience at VSA.</p>
Direct Reports:	Nil
Budget Delegation:	Nil

About VSA

Volunteer Service Abroad - Te Tūao Tāwāhi (VSA) is Aotearoa New Zealand's largest and most experienced volunteering agency working within international development. VSA sends New Zealanders and people with strong connections to Aotearoa on overseas assignments to share their skills, experience, and knowledge directly with local people and communities to make real, sustainable change.

VSA focuses on people-centred development. We give great importance to manaakitanga which means we value respectful partnerships, working and learning together, cross-cultural understanding, and the spirit of volunteering. VSA's values and our strategic focus reflect our commitment to bringing the spirit of Te Tiriti o Waitangi to the philosophy and values of our international development programme.

The purpose of VSA's programmes is to support countries across the Pacific to build their own capacity and sustainability. This is done by engaging skilled, committed New Zealand volunteers to work with in-country partners on short or longer-term assignments. VSA manages a range of development programmes in partnership with other organisations. These include in-country, regional, multi-lateral and New Zealand-based partners, such as Government ministries, public and academic organisations, private business and not-for-profit community groups.

We have team members working from our National Office in Te Whanganui-a-Tara/Wellington, as well as team members and volunteers located across the wider Pacific in the Cook Islands, Samoa, Tonga, Fiji, Kiribati, Vanuatu, the Solomon Islands, Bougainville, Papua New Guinea, and Timor-Leste. VSA works in partnership with a range of partners across the Pacific and Aotearoa New Zealand, including non-government organisations as well as private, public, and academic organisations and institutions.

VSA's work is funded primarily through its strategic relationship with the Ministry of Foreign Affairs and Trade and independently generated income. VSA is an independent, secular, and not-for-profit organisation and is governed by a Council. VSA is registered in Aotearoa New Zealand as an incorporated society and is a charity registered with the Charities Commission.

You can find more information at www.vsa.org.nz

About the Team

VSA's People, Finance and Workplace group encompasses professional teams that drive the workplace culture and internal practices of the organisation forward. This group covers work in people and culture, finance, information systems and technology, privacy, security, health, safety and wellbeing, cultural capability, risk management, legal, property and asset management, environmental sustainability, project management approaches, and policies and procedures.

This role is an integral part of the People and Culture team. The People and Culture team manages the employee life cycle activities for VSA's New Zealand and in-country workforce. The People and Culture Advisor is responsible for providing advice and support to the organisation on a range of human resource and workplace culture matters, with a particular focus on recruitment, onboarding/offboarding and, health and safety for VSA's New Zealand offices.

Critical Success Factors

Area of Responsibility	Evidenced through
General HR	<ul style="list-style-type: none">• Serve as a point of contact for employee inquiries and concerns, addressing issues in a timely and effective manner.• Provide advice and support to the People and Culture Manager and Director People, Finance and Workplace to manage conflicts and facilitate resolution between employees and management.• Provide advice on employment relations matters, personal grievance resolutions, negotiation of employment agreements and management of people risks.• Support the People and Culture Manager to design and execute initiatives to enhance employee engagement and satisfaction.• Lead the preparation and management of regular surveys and feedback sessions to gauge employee sentiment and address concerns.• Lead initiatives that align with VSA's workplace culture and values.

	<ul style="list-style-type: none"> • Support change management initiatives and help navigate transitions. • Support the annual processes for VSA team remuneration reviews and performance planning and development. • Provide advice and support to managers on performance management best practices.
Recruitment	<ul style="list-style-type: none"> • Provides advice and implements effective strategies to attract great talent in markets across New Zealand and abroad to ensure VSA continues to have a strong employer brand that demonstrates a visible commitment to practices that benefit our people. • Provide advice and support for leaders to undertake end to end recruitment processes to assess and evaluate a candidate's suitability for skills, attributes, cultural understanding, psychological safety, and general preparedness. This includes: <ul style="list-style-type: none"> ○ Advertising, candidate management, screening and communication. ○ Arranging interviews, venues, logistics, and panels. ○ Preparing interview packs, selection criteria, police vetting processes and other pre-employment & compliance checking. ○ At times, supporting leaders as a panel member. ○ Preparing all employment offers and relevant employment agreements including for locally employed staff and contractors. ○ Ensuring all immigration requirements are met as required. • Work closely with the Stakeholder Engagement team to ensure that VSA's recruitment is represented in social media and other job platforms according to brand standards and positioned for targeted exposure to desired audiences.
Onboarding, Induction and Offboarding	<ul style="list-style-type: none"> • Proactively works with managers to ensure there is an induction plan in place for new starters in advance of their arrival, to prepare for their first day, week and month. • Maintains and distributes organisational induction material to all new staff to thoroughly introduce them to the VSA way. • Inputs into the development and continuous improvement of onboarding and induction processes. • Leads health and safety inductions for all new staff and recording this on personal files. • Ensuring all offboarding activity is completed. • Collating 6 monthly exit report data and presenting a trend report to SLT with insights and recommendations included.

Organisational Health, Safety & Wellbeing	<ul style="list-style-type: none"> • Supports the People and Culture manager to develop and implement strategies, approaches and practices (including training) for Health, Safety and Wellbeing. • Provides advice on and implements initiatives to ensure VSA's Health, Safety & Wellbeing and Security compliance, risk management and policy development meets all New Zealand and country specific legal requirements. • Maintain relationships with relevant industry bodies and networks including WorkSafe, ACC etc. to understand changes in regulations and industry standards. • Provides input into external audit or investigation processes for any significant health, pandemic, or safety and security matters for VSA. Identifies and arranges health and safety training as required, using approved providers. • Communicates key safety messages to staff, in a timely manner. • Drives compliance including: <ul style="list-style-type: none"> ○ Providing secretariat support for the H&S Committee ○ Ensuring training for H&S Representatives ○ Developing Wellington Office H&S activity based action plans with the H&S Committee. • Uses data to draw conclusions and prepares informative, accurate reports, highlighting key Health and Safety risk and mitigations, controls and accountabilities on a cyclical basis. • Contributes towards health and safety investigations as required.
Performance, Learning & Development	<ul style="list-style-type: none"> • Tracks the set up and completion of performance appraisals and ensuring that all new staff have these established. • Ensures staff have training for establishing and preparing for performance appraisal reviews. • Tracks learning and development requests. Liaise with the People and Culture Manager to prioritise learning solutions. • Maintains a tracking system, and accurate records for learning and development (including training) for all staff. • Identifies external or onsite training for staff as required as part of the wider performance development, and health and safety processes. • Supports the delivery of internal training programmes as required.
Projects	<ul style="list-style-type: none"> • Participates in cross-organisational projects that promote the work of VSA, build awareness and profile, and support the achievement of the long-term objectives of the organisation in Aotearoa New Zealand and overseas.
Administration	<ul style="list-style-type: none"> • Provides back up support to the People and Facilities Coordinator to deliver administrative support for core people services to the organisation.

	<ul style="list-style-type: none"> • Reviews headcount reporting, leave reporting, and data collation to support workforce planning and other papers required to support VSA's accreditations and ongoing compliance with the CID Code of Conduct. • Responds to general queries, and escalating requests for advice to line managers and the People and Culture Manager. • Provides confidential support to the People and Culture Manager and Director People, Finance and Workplace to manage employment relations issues and filing material on secure files. • Supports external audit processes as required. • Supports Contract for Service administration. • Works with the People and Culture Manager to periodically review templates, processes and content to ensure legal compliance with the Human Rights Act, VSA brand standards, and fit-for-purpose recruitment industry standards. • Develops new content and reviews existing materials for relevance, appropriateness and level of suitability for the VSA audience.
Health and Safety	<ul style="list-style-type: none"> • Takes reasonable care for personal safety and wellbeing in all VSA workplaces, project sites, and if and when driving vehicles. • Acts in accordance with all reasonable Health and Safety instructions, policies, and signage making sure that acts or omissions do not adversely affect the safety and wellbeing of yourself or others. • Reports all occupational injury, illness, near miss incidents, accidents, environmental spills, or fire (regardless of its severity) to your manager, and log it in the Incident & Accident register. • Reports all hazards which may result in an injury, illness, spill, or fire, to your manager, and record on the Hazards register.

At VSA there will be times when we all pitch in to do additional tasks that are outside our regular roles. This forms part of our workplace culture and celebrates our values.

At VSA all staff are encouraged to contribute to continuous improvement: to support innovative thinking, smart work practices, how we engage across teams, and the overall workplace culture and environment.

There will be opportunities to participate in forums, committees, and working parties across the organisation and with third parties.

Key Relationships

Internal	<ul style="list-style-type: none"> • People and Culture Manager • Director People, Finance and Workplace • People and Culture team • People, Finance and Workplace group • Te Tumu Whakarae/ CEO
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	<ul style="list-style-type: none"> • VSA staff and managers • Finance team • VSA H&S Committee members • Executive Services Advisor • New staff
External	<ul style="list-style-type: none"> • Candidates • H&S Service Providers • Training Providers • Legal experts • Recruitment Agencies

All staff are expected to develop professional relationships with other staff throughout the organisation during their tenure at VSA.

Skills / Competencies / Attributes

- A tertiary qualification in Human Resources or similar, and extensive administrative/office experience with a focus on the areas outlined in the Critical Success Factors (specifically in Wellbeing, Health and Safety, general HR advisor, recruitment and onboarding).
- Experience leading and delivering small initiatives end to end.
- Highly organised, disciplined, resilient, and capable of managing a wide range of competing priorities while remaining composed.
- Strong analytical skills.
- Excellent interpersonal skills, with an ability to relate across the organisation, with third parties, and a diverse range of stakeholders.
- Strong written and verbal communication skills, and an ability to translate technical processes into plain English.
- Working knowledge of employment law, and best practice HR activities.
- Experience using online systems in addition to a working knowledge of MS Office 365 suite.
- A genuine interest in working in the NGO sector.
- Maturity to confidentially process a range of matters that are inherently personal in nature.
- Courage to speak up and challenge, improve or raise issues that need to be addressed.
- Cheerful, positive and comfortable working with a bunch of professional, focused and fun colleagues.
- Commitment to and understanding of the principles of Te Tiriti o Waitangi – Treaty of Waitangi.