



HĀPAITIA

Shared Services

Position Title	People & Culture Operations Lead
Group	People and Culture Operations
Reports to	Chief Executive/General Manager
Location	Wellington, Remote
Position type	Permanent FTE

About Hapaitia Shared Services

Tēnei te mihi atu ki a koe. He kaupapa whakahirahira tēnei hei hāpai i ngā mahi, hei āwhina, hei pīkau hoki i ngā mahi mō ngā ISB's e waru. Ka rere tēnei karanga ki te hunga whai pūkenga, whai wheako hoki, whai mātauranga hoki e tika ana ki tēnei momo mahi.

Hāpaitia Limited (Hāpaitia) is responsible for providing shared services support for the core and common capabilities and functions that underpin the operational activities and other shared services functions that will support the eight Industry Skills Boards (ISBs). Such functions are People and Culture Operations (Human Resources), Finance, Payroll, Information Technology, Administration, and Facilities Management.

Diversity and Inclusion

We are a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff honour Te Tiriti o Waitangi and reflect the diversity of Aotearoa, New Zealand and the industries and people we work to support, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

About the Position

The People & Culture Operations Lead oversees the People & Culture Operations function within Hāpaitia Shared Services, ensuring consistent delivery of transactional HR services across ISBs in line with the Hāpaitia Service Level Agreement (SLA). The role ensures compliance with legislation and organisational policies, manages a small team, and embeds Hapaitia values and Te Tiriti obligations into everyday HR practice.

Key Accountabilities

The People & Culture Operations Lead will lead the team to deliver:

- Transactional HR Services (SLA-aligned):
 - Employment agreements and contracts (drafting, issuing, variations, renewals)
 - Onboarding and induction (new starter documentation, system access, induction programmes)
 - Offboarding (resignations, terminations, exit interviews, final pay calculations)
 - Leave management (recording, monitoring, reporting annual, sick, parental, special leave)
 - Recruitment administration (position description administration, advertising, shortlisting if required, interview scheduling, scoring sheets, candidate communication)
 - Redeployment and redundancy support (process administration, entitlements, compliance with agreements)
 - HRIS data management (maintaining employee records, updating systems, ensuring data integrity)
 - Compliance monitoring (employment law, health & safety, audit readiness)
 - HR reporting (headcount, turnover, leave balances, compliance KPIs, SLA performance metrics)
 - Policy and process administration (standardised templates, consistent application across ISBs)
 - Employee queries and support (responding to routine HR enquiries within SLA turnaround times)
- Employment Relations
 - Manage union relationships between unions and ISBs as agreed by CEs.
 - Provide general advice on the management and resolution of employment issues including change management (restructuring) performance issues, disciplinary matters, terminations.
- Governance & Compliance:
 - Provide advice on legislation, regulations, standards, and best practice.
 - Maintain audit-ready records and contribute to Hapaitia's risk register.
 - Ensure SLA-aligned governance reporting and compliance assurance.
 - Exercise delegated authority for payroll approvals, compliance sign-offs, and recruitment decisions.
- Continuous Improvement:
 - Monitor service feedback and implement process efficiencies.
 - Drive innovation in shared services delivery to meet evolving SLA requirements.
- Te Tiriti o Waitangi:
 - Embed Te Tiriti principles in People & Culture operations.
 - Co-design recruitment and HR processes to ensure equal opportunity is at forefront of process.
 - Ensure Māori data sovereignty principles are respected.

Shared Services

- Manage a small People & Culture team (P&C Operations Advisor, Coordinators).
- Ensure efficient delivery of transactional HR services across ISBs in line with SLA service catalogue standards.
- Collaborate with Finance and IT, to deliver integrated shared services solutions.
- Promote standardise processes to ensure uniformity across ISBs.
- Maintain SLA compliance and performance measures.

Skills, Knowledge and Experience

Skills

- Strong HR compliance and payroll knowledge.
- Experience managing small HR teams in shared services.
- Process orientation and reporting capability.
- Excellent oral and written communication skills with the ability to convey complex information logically and concisely.
- Understanding of people and culture best practice
- Makes confident, fact-based decisions
- Sound understanding of HR policies, employment law, WHS legislation and employee relations
- Approaches problems from different perspectives in order to suggest and implement solutions

Qualifications

- A relevant Bachelor's degree in human resources or industry experience

Experience

- Functional experience leading a People and Culture team
- Experience in a shared services or centralised people and culture function
- Experience working with multiple businesses and functions such as Finance, IT, Operations etc and external parties including stakeholders and suppliers

Programmes/technology

- Advanced proficiency in HRIS tools and systems and MS Office applications (Excel, PowerPoint) excel and powerpoint and reporting tools

Relationships

- GM Shared Services and Hapaitia Board
- Shared services leads (Finance, IT)
- External providers (legal, audit)
- ISB chief executives, managers and kaimahi
- System Vendors
- Key government relationships including Tertiary Education Commission

Delegations

- Responsible for working within delegated authority levels as defined in the SLA, including , recruitment approvals, compliance reporting, and HR policy updates.

References

- Vocational Education and Training Act 2025
- Te Tiriti o Waitangi