

Position description



1. Job Title:	Senior People Partner
2. Reports to:	Head of People Partnering
3. Department:	People Partnering
4. Industrial Instrument	Not applicable
5. Instrument level	Not applicable
6. Management level	D
7. Job Profile	<input job profile name>
8. Manages	Nil
9. Location:	Within the Auckland area
10. Date revised:	17 September 2021

11. Job Purpose

- The purpose of the Senior People Partner role is to focus on enabling business leaders to effectively manage and support their people. Working closely with the Head of People Services and other Senior People Partners, CoEs and service delivery teams to provide seamless HR services.
- This role requires a broad level of research, influencing, planning, monitoring, implementation and delivery skills. You will develop project plans and support coordination of appropriate HR programs.
- The role will partner with leaders to provide tailored advice based on key business insights and knowledge of contemporary HR interventions.
- The job reports to the Head of People Partnering.
- This job description was reviewed in June 2020.

12. Responsibilities

- Partner with leaders and take responsibility for the effective delivery of people strategies including aligning performance, capability, engagement and talent initiatives to the business
- Implement people strategies that attract, develop and retain talent
- Coach and advise leaders on tactical industrial relations issues including union activity
- Partner with leaders to develop engagement initiatives with a commercial mindset and passion for continuous improvement and innovation
- Provide actionable insights to leaders on trends in HR metrics and provide support and coaching to act on the people data
- Provide guidance and advice to line managers based on in depth understanding of the business area you are supporting and the broader business strategy
- Work with the Head of People Partnering to deliver organisational re-design and restructuring support
- Work with the Head of People Partnering to design and deliver people plans which address the strategic and operational business needs and aligned to the overall people strategy
- Manage ER cases end to end including employee grievances, performance issues, redundancies, bullying and harassment etc.
- Coach people leaders to become proficient in managing people processes including, but not limited to, organisational effectiveness, performance discussions, Enterprise
- Agreement, Award and policy interpretation, effective rostering, managing attendance etc.
- Support people leaders in the return to work of injured or ill employees

- Actively support the implementation and roll out of new and cyclical initiatives such as the performance management system, annual review process, engagement surveys and new processes and policies.
- Support the planning and implementation of a range of business initiatives and change programs across the business
- Prepare people dashboards for your business area, highlighting key trends, issues and recommending appropriate solutions to remediate
- Legal and regulatory compliance, adherence to internal operating procedures together with the management of business risks is the responsibility of every Bupa employee. You are required to comply with Bupa's risk and compliance policies, procedures, frameworks and regulatory requirements, as they apply to your specific role at Bupa.
- Provide subject matter expertise on change and projects

13. Qualifications, Training and Experience

- Degree in HR, Psychology or Management
- Experience partnering with leaders to provide fit for purpose HR advice on the full employee lifecycle
- Experience in supporting a variety of HR disciplines including leadership capability, operational HR delivery, talent management, organisational effectiveness, employee engagement and retention etc.
- Strong experience in interpreting, understanding and applying awards, enterprise agreements, HR processes and policies across the employee lifecycle, preferably in a large and complex organisation
- Demonstrated experience in end to end case management
- Strong understanding of and experience in the application of Wellbeing, Health and Safety legislation, initiatives and practices, including workers compensation
- Proven ability to track and report a range of data and metrics
- Strong experience and capability in managing multiple stakeholders and effectively partnering to influence decision-making

14. Key relationships

- Internal
 - Head of People Partnering
 - Director People BCAC – NZ
 - People Partnering team
 - Key stakeholders including managers being supported
 - Directors
 - Centres of Expertise
 - Payroll team
 - Recruitment and People Services team
- External
 - Legal
 - Contractors

15. Risk management and compliance obligations

- Responsible for understanding the risks, accountabilities, rules and processes associated with my role.
- Report issues, incidents and complaints in a timely manner.
- Understand the laws, regulations, policies and procedures that apply and ensure controls enabling compliance are built into documented processes and procedures
- Work in accordance with Bupa Health and Safety policy, always applying safe working practices and procedures and comply with all instructions given about ensuring health and safety at work.
- Apply information security skills and / or experience to effectively and securely perform the required obligations of the organisation

16. Role modelling Bupa's values

A primary responsibility of this role is to consistently behave according to Bupa's values, and to be an exemplary role model of Bupa's values every day.

17. Delivering fair outcomes for consumers and understanding your regulatory obligations (Not to be removed)

- Put fair treatment of customers at the heart of what you say and do. Be courageous and speak up if you believe our products or services do not deliver what we have led our customers to expect.
- Be accountable and take ownership for ensuring you are familiar with all regulatory requirements that fall within the remit of your role and comply with them at all times. Seek guidance if you need support understanding your regulatory requirements. Notify, without delay, any potential or actual breach of regulation.