

Position Title:	Recruitment and Retention Partner
Support Function:	Corporate Services
Reports to:	Head of People Services
Last review date:	June 2021

He huanui orange mo ngā mokopuna whakatipuranga roto i ngā hāpori heke iho, heke iho -  
*Setting the path of wellness in our communities for the early years, for generations to come.*

## Whānau Āwhina Plunket – who we are and what we are about

Whānau Āwhina Plunket is a charity organisation and Aotearoa's largest service supporting the health and wellbeing of tamariki under-five and their whānau. We're proud to visit over 80% of all newborn babies in Aotearoa and to support whānau and their tamariki.

We aim to be a cohesive and effective national organisation grounded in evidence and best practice, with the needs of New Zealand whānau and families at the very centre of everything we do.

Our Whānau Āwhina Plunket Goals are:

Pae Ora: Healthy Futures:

- Mauri Ora: Healthy babies and children
- Whānau Ora: Healthy confident families
- Wai Ora: Healthy environments and connected communities

We have embarked on a pro-equity journey where we give life to the Treaty principles of partnership, active protection, equity and options in our mahi/work to ensure healthy tamariki, confident whānau and connected communities.

## Whānau Āwhina Plunket Values

Our values shape our culture and you are expected to work in ways that demonstrate:

- **Māia** – to be courageous and lean into discomfort and challenge as we walk the path of proequity
- **Tūhono** – to connect and stand in relationship in calm and safe spaces (Āhuru Mōwai)
- **Manaaki** – to care, love, nurture, support and enhance mana. To respect mana atua, mana tīpuna, mana whenua, mana tangata
- **Māhaki** – to be humble as we share our knowledge and experience to understand and learn from each other and foster trust

## Overview of the Corporate Services Function

Whānau Āwhina Plunket's Corporate Services include People Services, Information Technology, Finance, Commercial, Funding Partnerships & Brand, Communications, and Performance, Reporting and Assurance.

We are custodians of the Whānau Āwhina Plunket Brand, and we support the external profiling of Whānau Āwhina Plunket and contribute to the fundraising and commercial management of the organisation. We manage the finances and we make sure our people are paid accurately for their great work. We are responsible for making sure that the infrastructure of Whānau Āwhina Plunket, both digital and physical, is fit for purpose and aligned to our service goals. We support leaders to bring in the best people to Whānau Āwhina Plunket and we support all our people to learn, develop, grow and thrive in our organisation.

Corporate Services enables, supports and monitors our success against our pro-equity goal.

We work closely with our Operations Leadership colleagues to make sure that everything we do helps them to better understand and measure performance, strengthen key relationships locally, secure and diversify revenue sources, manage and leverage Whānau Āwhina Plunket's financial and human resources, collect and use information to inform decisions, and attract, develop, and retain our people.

### **The Human Resources (HR) Shared Services Team:**

The Team strive to create a performance focused, engaged culture while championing our values, vision and strategy. We play a critical role in supporting the organisation to achieve its purpose, while providing a high-quality internal service that is impactful, proactive and innovative. We lead programmes and initiatives across organisational development, workforce planning, performance management, employment relations, talent management and remuneration and benefits.

## Purpose of the Recruitment and Retention Partner Position

### **Purpose of the position:**

The Recruitment and Retention Partner is responsible for partnering with hiring managers and People Partners and providing advice and support to attract, select and retain talent, with an emphasis on kaimahi Māori and finding opportunities to improve the recruitment experience for both hiring managers and our candidates. With a wider lens the role will work with hiring managers and the wider organisation to improve induction and retention practises.

This includes developing and implementing key recruitment and retention strategies and plans, driving initiatives and projects on matters of employment brand/value proposition, sourcing strategies, selection methodology, retention and induction.

## Dimensions of the position

**Functional relationships:** These are the primary positions that this role will coordinate with; the list is not intended to be exhaustive, exclusive or limiting:

### **Internal:**

Senior OD Advisor

### **Head of People Services External:**

Whānau Āwhina Plunket job applicants  
Suppliers and vendors

HR Business Partners  
People Systems Coordinator  
Manager Payroll and Remuneration  
Whānau Āwhina Plunket leaders and staff  
Other People services team members

Remuneration Consultants  
Recruitment agencies

## Key accountabilities

### Recruitment Specialist

- Update, develop, implement and embed recruitment processes, procedures and policy as required to meet organisation strategic priorities and workforce plan
- Identify Whānau Āwhina Plunket channel sourcing, monitoring effectiveness and implementing tactical improvements in line with strategic objectives and Pro-Equity goal.
- Enhance selection methodology through ongoing monitoring and review of the effectiveness of selection tools, and drive required improvements
- Develop Whānau Āwhina Plunket employer brand and employee value proposition and ensure both are cascaded and maintained across key channels; lead and develop our social media presence
- Be the subject matter champion for recruitment technology in Whānau Āwhina Plunket including social media, talent communities and search activity and enhance wider team capabilities.
- Oversee and maintain recruitment information sites (internet/intranet), ensuring they are up-to-date, accessible and user friendly.
- Enhance and develop the Managers Hub as a recruitment resource for managers.
- Be a role model for our shared values; foster and promote a customer-focused delivery environment
- In conjunction with the People team, proactively seek feedback from key stakeholders on the services provided and amend practices/approaches where required.
- Contribute to project teams to deliver an integrated People service solution.

### Recruitment Partnering

- Lead the delivery of best practice recruitment advice to leaders and People Business Partners, ensuring consistency in advice provided, including managing complex candidate feedback.
- Ensure robust selection processes by supporting selection activity/interview panel support for key/strategic vacancies or for up-skilling hiring managers or for auditing interview skills and capability.
- Ensure regular reviews of sample recruitment/decision documentation across groups, after hire, to assess alignment with best practice.
- Oversee the provision of advertising text, media recommendations and recruitment planning in accordance with best practice; ensure knowledge transfer within team.
- Act as a key liaison point for all recruitment matters.

### Induction And Retention

- Drive Whānau Āwhina Plunket retention strategy including holding a comprehensive understanding of why staff *Join, Stay, Leave* and utilise this data to improve all facets of recruitment and employee experience (in conjunction with the OD advisor); lead initiatives as appropriate
- Manage “new starter” retention survey and exit interview processes; ensure feedback guides critical improvement projects/initiatives in recruitment, retention and induction functions
- Be a champion for on-boarding and induction practices ensuring realistic job preview, Whānau Āwhina Plunket Values, Whānau Āwhina Plunket Pro-Equity goal and the employee value proposition are creatively woven into the fabric of recruitment and on-boarding activities

- Contribute to the collective pool of wisdom regarding the effectiveness of remuneration frameworks and policy in relation to how it impacts recruitment and retention issues and solutions.

### **Supplier Management**

- Manage recruitment suppliers to ensure knowledge transfer, business understanding and compliance with contractual agreements and pro-equity goal.
- Build, maintain and manage relationships with suppliers to Whānau Āwhina Plunket as part of the attraction and sourcing strategy.
- Measure the value of external suppliers in terms of achievement of objectives, value for money and sustained behaviour/skill changes.
- Ensure costs are maintained within agreed limits and variances are reported in accordance with Whānau Āwhina Plunket procedures.

### **Focus On Equity**

Work in partnership across Whānau Āwhina Plunket to champion diversity; take opportunities to develop understanding of inclusion issues and embed Te Tiriti ō Waitangi and pro-equity principles into day-to-day practice by:

- Demonstrating our organisational values Māia, Māhaki, Tūhono and Manaaki
- Participating fully in all Maori cultural training and development opportunities provided
- Role modelling culturally appropriate practices and language

### **Health And Safety**

- Manage own and others' personal health and safety and observe health and safety practices in all workplace activities.
- Understand the responsibility individuals and their manager play in health and safety.
- Complete relevant training and can demonstrate safety actions in an emergency that are specific to the workplace.
- Comply with relevant safety legislation, policies, procedures and safe systems.
- Identify and report all incidents, accidents, and near misses in accordance with policy.

### **Scope of duties**

The job holder is expected to perform such other duties as can reasonably be regarded as incidental to the position description, and such other duties reasonably within their experience and capabilities as may be assigned from time to time and following consultation.

## **Person Specification**

### **Experience, knowledge, skills and Competencies**

4+ years experience in internal and/or external recruitment in organisations of similar size and complexity

Relevant Tertiary degree in Human Resources, Psychology or Business; or equivalent experience in Recruitment or Human Resources

Formally qualified in Occupational testing (Ability & Personality) and in behaviourally based interviewing methodologies (e.g. DDI Targeted Selection) is desirable

Experience in successfully coaching/training recruitment skills in Managers and wider HR team members

Experienced in the successful creation and delivery of attraction and retention strategies/plans  
Experienced user of recruitment technology including social media and online sourcing channels

Demonstrated expertise with selection methodology and strategic talent sourcing

Demonstrated ability to work collaboratively to achieve end goals

Previous recruitment experience in, and a genuine passion for, Health sector.

## Competencies

### ACE-Ability

Whānau Āwhina Plunket's behavioural competency model is made up of three dimensions of personal behaviour - Connection to Whānau Āwhina Plunket, Adaptability and Emotional Maturity.

#### Thinking

- Is comfortable with complexity - understands alternative worldviews
- Can see beyond face value to identify new opportunities
- Keeps perspective and is pragmatic and solutions focused
- Accepts and works with ambiguity and change

#### Interpersonal

- Is committed and capable of expanding professional/social networks
- Is strong enough to confront and deal with difficult people/issues
- A self-starter who can support and motivate others

#### Connection To Whānau Āwhina Plunket Direction

- Has a high level of energy and commitment to achieving Whānau Āwhina Plunket vision
- Uses a broad range of engagement strategies and is committed to developing relationships

#### Emotional Maturity

- Is non-reactive and objective and maintains a high level of integrity
- Understands the degree of influence in their role
- Understands own limitations

### Role Specific

#### Effective Communication

- Recognises role in Whānau Āwhina Plunket communication
- Clearly and succinctly conveys information and ideas to individuals and the organisation
- Communicates in a focused, appropriate, and effective manner

#### Drive For Results

- Sets high goals for personal accomplishment, in line with Whānau Āwhina Plunket vision and strategic objectives
- Is committed to continuous improvement in own practise

**I have read and understood the above position description and accept all the above responsibilities incorporated herein.**

\_\_\_\_\_  
**Recruitment and Retention Partner**

\_\_\_\_\_  
Date

\_\_\_\_\_  
**Head of People Services**

\_\_\_\_\_  
Date