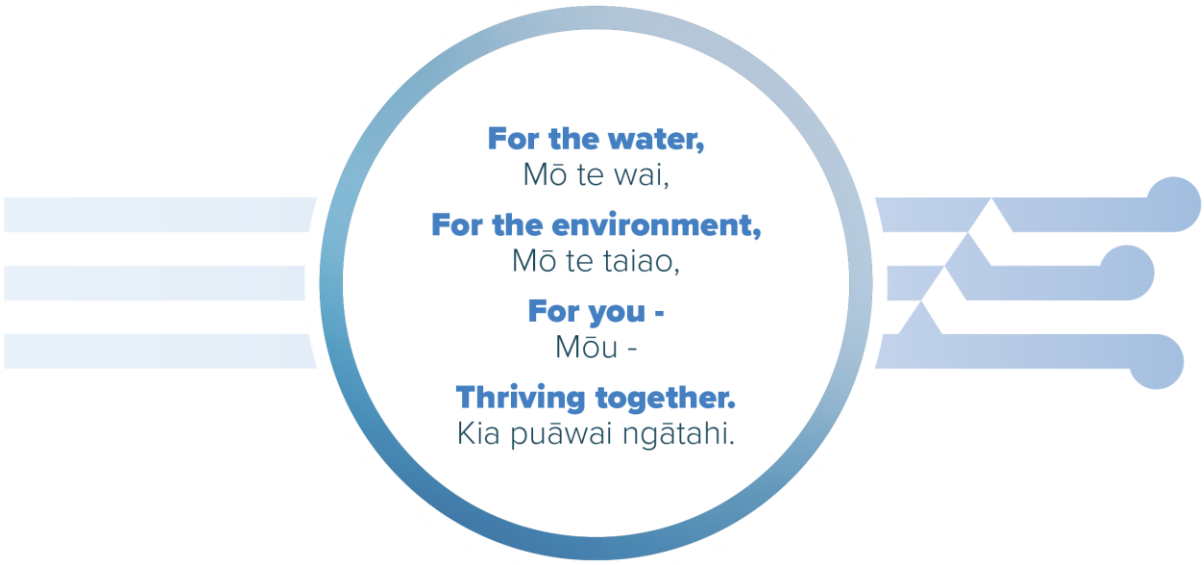
WAITĪ WATERS

Position Description

Position details

Position title	People and Culture Lead
Reports to	General Manager, Customer, People and Safety
Direct reports	1
Location	Masterton head office
Delegations	[TBC]



About Waitī Waters

Waitī Waters is a water services council-controlled organisation established under the Local Government (Water Services) Act 2025. We are owned by South Wairarapa, Carterton, Masterton, and Tararua District Councils, in partnership with Rangitāne and Ngāti Kahungunu.

Our Board of Directors governs Waitī Waters and the Stakeholders' Forum of Council and iwi representatives provides oversight on behalf of our owners and partners.

From 1 July 2027, we'll deliver drinking water, wastewater and stormwater services to around 25,000 connections and 70,000 people. We'll manage close to $700 million in water assets, and plan to invest around $400 million over the next decade. Our service promise is simple: delivering safe and sustainable water services our communities can count on.

Our name comes from the Matariki star linked to freshwater, and the role it plays sustaining life and wellbeing.

About your group

Waitī Waters is made up of five groups:

- Service Delivery
- Infrastructure
- Finance and Commercial
- Customer, People and Safety
- Strategy, Regulatory and Governance.

Your role sits in the Customer, People and Safety group. This group ensures customers, communities and staff are at the centre of how Waitī Waters operates. The group leads customer services, communications and engagement, people and culture, and health and safety. Together, these teams help build trust and confidence in Waitī Waters, support a safe, healthy, capable and engaged workforce, and ensure services are delivered in a way that is responsive, sustainable and focussed on the needs of customers and communities.

About your team

The People and Culture team ensures that Waitī Waters has the workforce, leadership capability and culture needed to deliver safe, reliable and affordable water services. The team helps attract, develop, support and retain the people needed to achieve Waitī Waters' objectives while building a capable, engaged and high-performing organisation.

The team leads workforce planning, recruitment, employment relations, organisational development, learning and development, leadership capability, employee experience, payroll governance and workforce reporting.

About your role

The People and Culture Lead provides organisation-wide leadership for workforce strategy, people practices and organisational capability. The role ensures Waitī Waters has the people, leadership capability, culture, systems and workforce information needed to deliver its objectives now and into the future.

The role leads the development and implementation of people frameworks, workforce initiatives and organisational development programmes. It provides expert advice and support to leaders across Waitī Waters and helps create a workplace where people are engaged, capable and able to perform at their best. The role also oversees payroll governance, workforce reporting and people systems, ensuring people information, processes and services support effective decision-making and a positive employee experience.

What you'll do

Responsibility area	Key deliverables
ROLE-SPECIFIC RESPONSIBILITIES	
Workforce strategy and planning	• Workforce strategies, plans and initiatives ensure Waitī Waters has the capability, capacity and leadership needed to meet current and future organisational requirements. • Workforce information and insights support evidence-based planning and decision-making. • Workforce risks and opportunities are identified early and addressed proactively. • Workforce strategies, plans and initiatives are developed to reflect Waitī Waters' participation in an emerging national water sector
Talent acquisition and retention	• Recruitment, onboarding, workforce attraction and retention initiatives ensure Waitī Waters can attract and retain high-quality people in a competitive employment market. • Recruitment processes provide a positive candidate experience and support organisational capability needs. • Talent retention initiatives ensure development of leaders across Waitī Waters organisational and capability requirements.

Responsibility area	Key deliverables
Learning, leadership and workforce capability	• Learning, development and leadership initiatives build individual, team and organisational capability. • Staff have access to appropriate development opportunities and leaders are supported to strengthen leadership effectiveness and future capability.
People advisory and employment relations	• High-quality people advice, employment relations support and people policies enable leaders to manage their teams effectively, fairly and consistently. • Employment risks are identified early and managed appropriately. • Employment frameworks and practices support legal compliance, organisational objectives and positive employee outcomes.
Organisational development, culture and engagement	• Organisational development programmes, performance and reward frameworks, engagement initiatives and employee wellbeing activities support a positive, inclusive and high-performing workplace culture. • Staff understand expectations, feel supported and contribute effectively to organisational objectives.
People operations, systems and payroll governance	• People systems, workforce reporting and employee information are accurate, reliable and fit for purpose and support strategic and operational decision making in the organisation. • Payroll governance, provider relationships and payroll administration processes operate effectively, are compliant with relevant requirements and support a positive employee experience.
Change, transformation and organisational readiness	• People-related aspects of organisational change, workforce transitions and transformation initiatives are effectively planned and implemented. • Leaders and staff are supported through change, and people impacts are considered as part of organisational decision-making and implementation activities.

Responsibility area	Key deliverables
COMMON RESPONSIBILITIES	
People leadership	• Clear performance expectations are set and regularly reviewed for all direct reports. • Staff are actively developed through coaching, feedback and development opportunities. • Poor performance is addressed promptly and fairly. • A positive, inclusive team culture, consistent with the Waitī Waters 'How We Work' principles is fostered and workloads are actively managed. • Own professional development is actively managed, including maintaining relevant technical and leadership capability. • Contribute to organisational priorities and as a visibly active member of the leadership cohort.
Health and safety	• Own safety and the safety of others is actively managed at all times. • Full compliance with Waitī Waters health, safety and wellbeing policies and safe systems of work. • Incidents, near misses, hazards and risks are reported promptly through the designated system. • Health and safety risks within the team are identified, assessed and managed. • Team members are supported to complete required H&S training, inductions and emergency drills.
Emergency management	• Emergency management training and exercises are completed as required. • Roster, on-call or call-out duties applicable to the role are undertaken. • Role-specific responsibilities under Waitī Waters' emergency response plans are understood and carried out when activated. • Team readiness for emergency response is maintained, including training, rostering and coverage planning. • Team resources are coordinated during emergency activations.

Who you'll work with

Internal	External
General Manager, Customer, People and Safety	People-related service providers (e.g. recruitment, payroll, learning and development)
Chief Executive and Executive Leadership Team	Employment law advisers
People and Culture team members	Industry bodies and professional networks
Other Customer, People and Safety leaders and teams	Prospective employees
Finance team	
All Waitī Waters groups	
All people leaders and employees	

What you'll bring

Essential

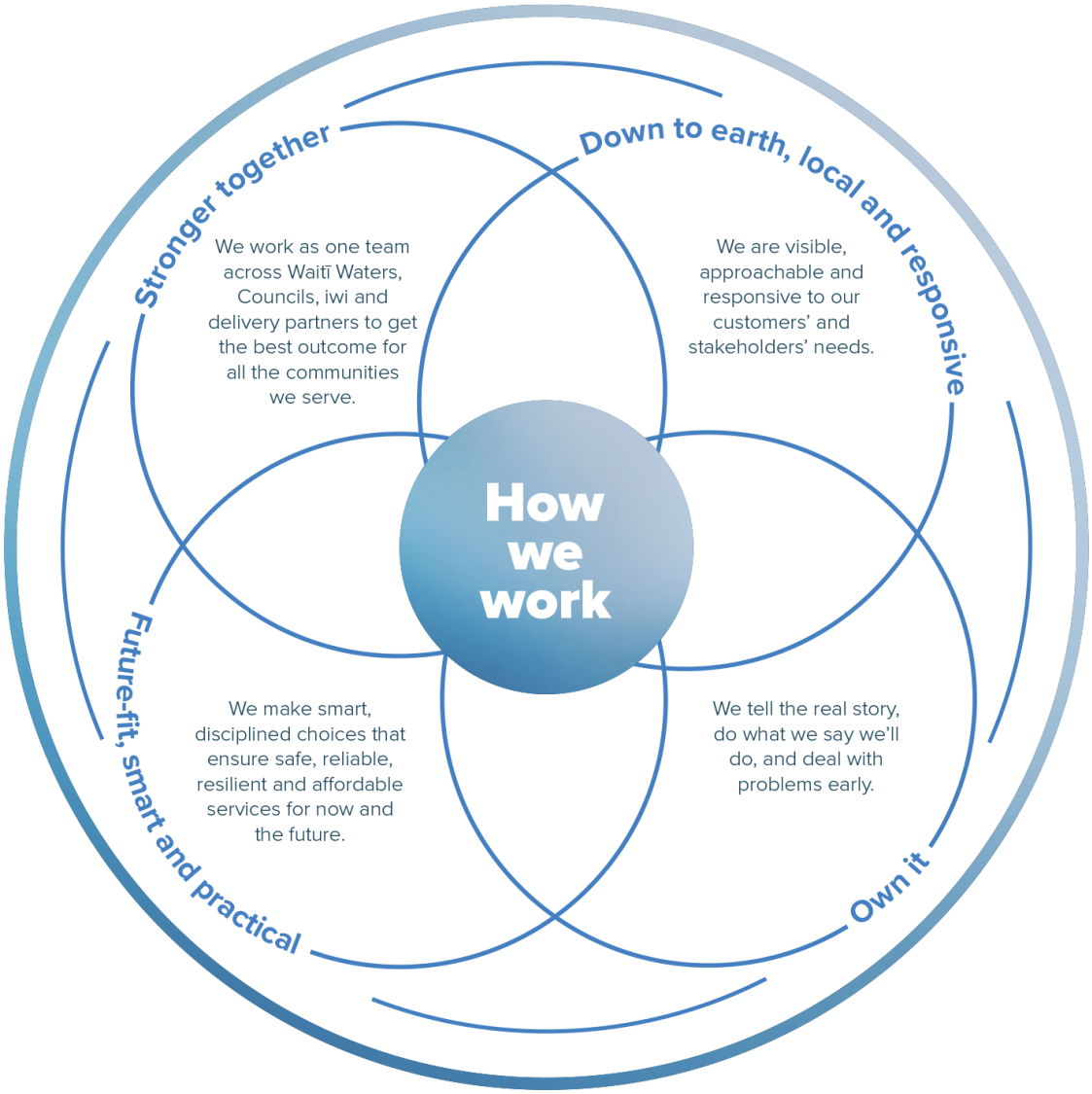
- Significant experience leading people and culture, human resources or organisational development functions, ideally in operational organisations.
- Demonstrated experience developing and implementing workforce strategy, workforce planning and organisational capability initiatives.
- Strong employment relations, people policy and HR advisory expertise.
- Experience leading recruitment, talent management, learning and development and organisational development programmes.
- Proven ability to build trusted relationships and influence leaders at all levels of an organisation.
- Experience leading organisational change, workforce transitions or transformation initiatives.
- Sound understanding of employment legislation and contemporary people management practices.

- Experience overseeing payroll governance, people systems and workforce reporting.
- Excellent communication, facilitation and stakeholder engagement skills.
- Demonstrated commitment to creating inclusive, positive and high-performing workplace cultures.
- A commitment to working in partnership with iwi and hapū.
- Current New Zealand driver licence.

Desirable

- Experience within local government, a council-controlled organisation, infrastructure, utilities or another complex public sector environment.
- Experience supporting the establishment, growth or transformation of an organisation.
- Relevant tertiary qualification in human resources, organisational psychology, business, management or a related field.
- Membership of a relevant professional body such as HRNZ.

How we work



Changing this position

Waitī Waters is a new organisation, and roles are expected to evolve as the organisation matures. Waitī Waters may, from time to time, make reasonable changes to this position description in consultation with the position holder.