



Title: People & Culture Manager New Zealand

Reports to: Head of People & Culture – Hotels & Resorts

Key Stakeholders: Country / State Managers, Area Managers, Hotels GMs and Leadership teams, ELEVATE team, Legal Counsel Employment Relations, Customer & Brand Teams, and WHS Manager.

Position Overview

This role is critical for enabling our Hotels & Resorts in New Zealand to achieve their commercial objectives through attracting, retaining and developing people. This role will partner with our owned and managed hotels across a designated area, aligned to State Managers, being a point of contact for our GMs and their Heads of Departments.

EVT's Vision is being leaders in creating experiences and properties that escape the ordinary.

EVT's Purpose is to make the day better for ourselves, each other, our group, our customers, and our communities. We do this by living our values of empowerment, possibilities, and community. We achieve our **Vision** and **Purpose** by delivering on our goals and values.

EVT Goals

- Growing revenue above market
- Maximise assets
- Business transformation

EVT Values

- Empowerment: We make it happen
- Possibilities: We evolve and innovate
- Team Spirit: We make the connection

Key Accountabilities

Strategy

- **Strategic Alignment:** Contribute to the Elevate P&C strategy, bringing insights from allocated hotels within the portfolio. Work closely with State Managers and where required Group General Managers to ensure strategic alignment between the P&C Strategy and operational execution.
- **Performance and Culture:** Drive initiatives that foster a culture of high-performance 'Daymakers', adaptability, and positive employee experiences, drawing from best practices across industries.
- **Cross-brand Synergy:** Promote consistency and shared efforts across different hotel brands and business areas, aligning strategies for uniform excellence.
- **Engagement Initiatives:** Partner with key stakeholders in the portfolio to roll out and evaluate employee experience surveys, ensuring actionable insights align with broader Hotel and P&C objectives.
- **Change Management:** Oversee and lead key organisational changes for the portfolio, emphasising smooth transitions, clear communication, and minimal disruption including new hotel openings.
- **Communication:** Champion effective workplace communication strategies, providing leadership with insights on engagement trends and actionable recommendations.

Operational Excellence

- **Operational Efficiency:** Contribute to streamlining P&C processes and procedures to ensure optimal efficiency, effectiveness, and compliance in all people-related operations including supporting new hotel openings and decommissioning as and when required.
- **Continuous Improvement:** Proactively identify opportunities for operational enhancements in HR processes, leveraging best practices and innovative solutions.
- **Collaboration & Partnership:** Work closely with hotel general managers and the EVT Group Elevate team to ensure all P&C strategies and actions are cohesive and aligned with overarching goals.

Employee Relations

- **Employee Resolution:** Serve as a primary point of contact for addressing employee grievances, offering expert counsel on employment matters, and facilitating resolution in line with best practice and relevant legislation.
- **Risk Management:** Collaborate with Legal Counsel Employment Relations to manage and mitigate employment and industrial relations risks.

Talent

- **Talent Management:** Champion recruitment, development, and retention strategies, ensuring the hotel attracts and nurtures top talent for the portfolio. Lead the deployment of the talent matrix across EVT.
- **Talent Development:** In collaboration with our Learning & Development team, cultivate a continuous learning environment for the portfolio, providing opportunities for employees to upskill, reskill, and progress in their careers.
- **Talent Acquisition:** Oversee the recruitment process, ensuring it aligns with EVT's values, New Zealand's and International strategic needs, and consistently brings in talent.
- **Onboarding:** In consultation with our Learning and Development team, contribute to the design onboarding solutions for Hotels, ensuring all compliance training is incorporated into the induction process.

People & Culture Manager Behaviours

These are the ESSENTIAL or 'must have' mindsets and behaviours for this role:

- **Critical Thinking:** Gains an understanding of the situation or problem; evaluates, integrates, and categorises information to identify issues, patterns, trends, and relationships; challenges assumptions and draws informed conclusions that enable effective approaches and solutions.
- **Deciding:** Makes prompt decisions, even when they involve risk; makes difficult decisions, even when they involve tough choices; makes well-informed and considered decisions; takes responsibility for results.
- **Delivering Results:** Sets objectives that align with team and organisational goals; develops plans, commits to timelines, and uses time effectively; anticipates, allocates, and monitors resources to deliver work requirements; documents job information.

- **Building Relationships:** Develops relationships and builds networks; creates a positive impression and builds rapport; adapts approach to interact effectively with others; effectively manages conflict; helps others succeed.
- **Collaboration:** Accepts and appreciates other people; demonstrates courtesy and compassion; supports, encourages, and thanks others; consults, listens, and understands others; promotes diversity and builds morale, team cohesion, and collaboration.
- **Initiative:** Tackles demanding goals enthusiastically; seeks out progressively more difficult assignments and roles; proactively identifies and acts on opportunities and improvement areas; accomplishes work autonomously; strives to outperform others.
- **Ethics and Values:** Upholds ethical standards and values; maintains confidentiality; follows through on commitments; encourages responsibility towards the community and the environment.
- **Influence:** Establishes credibility and uses compelling insights to appeal to others' needs and persuade them to a different point of view; navigates political situations and negotiates to gain agreement from others and achieve desired outcomes.
- **Adaptability:** Adapts well to ambiguity, change, and different cultures; finds positive opportunities in these circumstances.

Benefits & Perks

At EVT, we want our people to experience our businesses and be brand and experience advocates. So, we make sure access to amazing 'Elevate Perks' are available to all staff from day dot.

- Incredible team member discounts from your first day on-the-job.
- 50% off stays at EVT hotels – Rydges, LyLo, QT, Atura, and more.
- \$2 movie tickets, plus Moonlight, Gold Class, Candy Bar discounts and more.
- Winter and summer savings and discounts at Thredbo.
- Rapid career growth opportunities through our EVT network.
- Local community involvement, volunteering and charitable giving.
- Australia and NZ's largest and most diverse experiences company.