

National Manager – People Operations and Systems

Reports to:	Chief People and Transformation Officer	Position Status:	Permanent
Unit:	People and Transformation	Location:	To be agreed
Direct Reports:	7	Budget & Delegated Authority:	Refer DFA policy
Career Step:		Job Family:	
Career Path:		Date:	October 2025

Purpose

The National Manager - People Operations and Systems provides strategic and operational leadership to ensure the effective delivery, continuous improvement, and integration of core HR services and systems across the organisation. This role drives operational excellence, ensuring compliance, and alignment with people operations organisational goals.

As a key enabler of workforce effectiveness, the role leads the design, implementation, and optimisation of essential HR processes and platform - including payroll, remuneration, recruitment, employment agreements, onboarding, and workforce data management. It also champions the development and enhancement of enabling systems such as the HRIS, Learning Management System (LMS), Health and Safety Management System (HSMS), and other digital tools that underpin consistent, efficient, and high-quality service delivery. Through strong leadership and collaboration, the role ensures that people operations are future-focused, data-informed, and responsive to the evolving needs of the organisation.

Position Priorities and Responsibilities

- Manages the delivery of end-to-end HR operations, including payroll administration, employment agreements, policy development and maintenance, recruitment, onboarding, offboarding, and other lifecycle processes.
- Lead the development and administration of remuneration systems, including job evaluation frameworks, pay structures, and market benchmarking, ensuring remuneration practices support equity, competitiveness, and strategic workforce objectives.
- Implement and maintain robust data governance practices across all HR systems and processes to ensure the accuracy, integrity, and confidentiality of employee data and records.
- Ensure timely and accurate processing of HR transactions and services, maintaining a high standard of service delivery.
- Manage recruitment processes in alignment with workforce planning, diversity and inclusion goals, and organisational values.
- Support the design and implementation of learning and development initiatives in partnership with

the Organisational Development (OD) team.

- Manage access to learning pathways, monitor progress and outcomes, and evaluate return on investment to foster employee growth and capability development.
- Drive the development, implementation, and optimisation of HR systems, including leading the rollout of an organisation-wide HRIS and payroll system.
- Identify opportunities to improve HR service delivery, systems, and processes. Champion the use of digital tools and platforms to enhance efficiency, accuracy, and employee experience.
- Lead the use of technology to improve HR efficiency, reporting, and data-driven decision-making, including exploring how the function can leverage AI innovation.
- Ensure compliance with employment legislation, internal policies, and audit requirements, with special regard to the payroll system.
- Proactively identify and mitigate risks related to HR operations and systems.
- Provide strategic leadership across HR service delivery, fostering a culture of continuous improvement and innovation.
- Provides regular, data-informed reporting and insights across all HR operational functions, including service delivery metrics, system performance, compliance status, workforce trends, and strategic outcomes to support decision-making and continuous improvement.
- Collaborate with other functions within the People & Transformation (P&T) unit to align HR operations with broader organisational goals.

Health, Safety and Wellbeing

- Champion a proactive HSW culture within the team by promoting best practices, encouraging open communication, and supporting continuous improvement initiatives.
- Ensure team members understand and implement HSW responsibilities.
- Support incident investigations and ensure timely response and implementation of corrective actions.
- Complete leadership activities such as safety conversations and review of critical risk activities.

Leadership Expectations

A leader at Earth Sciences New Zealand empowers and enables their teams for success—equipping people to deliver on our goals and foster a strong, positive culture. This includes:

- **Strategic Leadership:** Thinks ahead, communicates a compelling vision, influences change, and engages their teams around shared goals.
- **Systems Thinking:** Enhances organisational and system-wide performance through collaboration, innovation, and meaningful stakeholder engagement.
- **Adaptive Leadership:** Demonstrates curiosity, courage, resilience, inclusivity, and self-awareness, while navigating complexity with integrity. Shows agility by adapting to change, learning continuously, and responding effectively to evolving challenges and opportunities.
- **Capability Development:** Builds high-performing teams by developing others, strengthening capability, and fostering a culture of continuous improvement.
- **Performance and Accountability:** Delivers ambitious outcomes by setting clear priorities, managing resources effectively, and empowering others to succeed.

Responsibilities of all Employees

- Comply with all Earth Sciences NZ's policies, procedures and frameworks, and act in line with the organisational values.
- Contribute to our healthy and safe workplace by following Health, Safety and Wellbeing (HSW) expectations outlined in and integrated into our operational practices and HSW Frameworks, including undertaking HSW training and participating in health monitoring programmes relevant to your work.
- Work effectively as a team member by fostering good relationships and supporting others by providing coverage of other functions as required and ensuring workloads are evenly spread.
- Have the flexibility to adapt and develop as the organisation and its environment evolves.

Key Working Relationships

Internal	External
• Executive Leadership Team • Leaders	• Service providers (payroll, Korn Ferry etc).

Person Specification**Qualifications and Experience****Essential**

- Tertiary qualification in Human Resources, Business Administration, Information Systems, or a related field (or equivalent experience).

Desirable

- Postgraduate qualification or professional certification in HR, employment relations, or organisational development.

Skills, Knowledge and Attributes

- Proven experience at a senior level leading HR operations and systems at a national or enterprise level.
- Demonstrated experience in HRIS implementation, optimisation, and governance.
- Strong understanding of New Zealand employment legislation, payroll compliance, and data privacy requirements.
- Proven ability to lead high-performing teams, manage change, and influence across all levels of an organisation.
- Expertise in designing, delivering, and continuously improving core HR processes (e.g. recruitment, onboarding, payroll, employment agreements, data management).
- Strong understanding of remuneration systems and frameworks, and ideally the implementation of a Remuneration Framework.
- Proven capability in managing and integrating HR systems (e.g. HRIS, LMS, HSMS) to enable efficient and scalable service delivery.

- Experience leading system implementations or upgrades, with a structured approach to change and stakeholder engagement.
- Analytical and Data Literacy, with the ability to interpret workforce data, generate insights, and support evidence-based decision-making.
- Comfortable working with digital tools and platforms, with a focus on automation, user experience, and system optimisation.
- Excellent interpersonal and communication skills, with the ability to build trust and influence across diverse stakeholder groups.