

JOB DESCRIPTION

POSITION	Employment Relations Advisor
BUSINESS UNIT	People & Capability
RESPONSIBLE TO	Principal Advisor, Leadership and Culture
LAST UPDATED	August 2025

Our Vision

We are a trusted and reliable ambulance service providing excellence in emergency response and connected services that move our communities to better health.

Our Purpose

Wellington Free Ambulance exists to deliver an ambulance service that excels in emergency response and clinical communications underpinned by proactive partnerships to deliver equitable health and wellbeing outcomes for our community.

Our Values



JOB PURPOSE

This role provides expert advice, coaching and guidance to P&C and People Leaders on a wide range of employment and industrial relations matters, delivering high quality advice, insights, projects, policy and guidance to create people-centred, sustainable, and positive employment relations outcomes aligned to WFA's strategic objectives.

Excellent employment relationships start with leaders and the team and organisational culture they actively shape. Alongside providing support to our advisory team through managing employment case work with people leaders, this role will also support the development of organisational and leadership capability so our managers can build positive and engaged teams and confidently manage issues early and proactively before they escalate to formal processes. The Employment Relations Advisor will play

a coaching role with leaders, lifting capability over time and supporting them to lead well through challenges, as well as supporting the Principal Advisor, Leadership and Culture to identify organisational leadership and cultural challenges and design interventions at a system level to address these.

The Employment Relations Advisor will influence leaders, build strong relationships, and ensure consistent, high-quality ER practices across WFA, supporting our two Senior P&C Advisors by effectively case managing ER issues as required. This will ensure that cases are appropriately managed, people leaders experience greater 'hands-on' support from P&C when managing sensitive or high-risk employment cases, and our people-centred and leader-led approach to resolving employment problems is consistently applied.

The Employment Relations Advisor will also provide ER expertise in projects, working collaboratively within the P&C team as well as engaging directly with business groups and key stakeholders. They'll report on ER issues, complete ad-hoc time-bound activities such as privacy and information requests, and provide analysis of issues and ensuring our policies, guides and training initiatives are clear, consistent, easy to follow and people-centred so that everyone in WFA understands what's expected when employment problems arise.

CONTEXT THAT THIS ROLE OPERATES WITHIN

Organisational perspective

Wellington Free Ambulance (WFA) is the only emergency ambulance service for Greater Wellington and Wairarapa, a population of around 500,000 people.

As well as over 53,000 emergency ambulance responses annually, WFA operates a clinical communications centre, answering over 235,000 calls a year, provides over 40,000 patient transfers for people to attend scheduled medical appointments, and provides medical event services to thousands of people at over 500 events across the region.

For almost 100 years WFA has proudly honoured the founding principle of our organisation to provide a free and accessible emergency health service to our community.

As an essential health service, WFA receives around 82% of our funding from Government and ACC contracts. The community contributes over \$7 million each year through fundraising to ensure WFA services can remain free of charge.

Business Unit Perspective

The People and Capability business unit is made up of HR Advisory, Recruitment and Retention, Payroll, Rostering, and Organisational Development. Together these teams lead the development and implementation of workforce strategies and plans to ensure Wellington Free Ambulance can deliver on its outcomes through its people.

P&C provides people-centric advice to leaders that aligns with WFA's values and puts our people first. We support our managers to live those values through their everyday decisions and interactions with their staff, so that our people:

- trust us to do the right thing,
- are empowered in their day-to-day roles and
- feel engaged and connected to the purpose and vision of WFA.

Our people processes also need to make it easy to get things done, and to enable our people to focus on the jobs they love.

KEY ACCOUNTABILITIES

- Provide effective specialist advice on employment and industrial relations
- Contribute to the development of initiatives and interventions to grow leadership capability to drive positive culture change and enable people-centred, sustainable, and positive employment

relations

- Build and maintain effective working relationships across the organisation at all levels, and continues effective external stakeholder relationships
- Continuously review WFA's people frameworks, processes and practices to ensure they are fit for purpose, align with WFA's people centric approach to employment relations, and are consistently applied across WFA
- Identify, report, and analyse people risks and issues and use insights to recommend appropriate interventions to address underlying causes.

KEY RESULT AREA	ACCOUNTABILITIES
Advisory services Provide effective specialist advice on employment relations and change management	• Deliver effective and quality advice to leaders and People and Capability team, ensuring consistency in advice provided • Support the P&C Advisory team on people issues as a subject matter expert • Assist managers to undertake investigations into employment relationship problems. • Provide advice, support and tools to People Leaders to build their confidence and capability to address and manage people issues and lead change initiatives themselves. • Support the Principal Advisor Leadership and Culture to develop and deliver a framework, programme and other interventions to grow leadership capability to drive positive culture change • Provide subject matter expertise into WFA's collective bargaining strategy and participate in collective bargaining. • Participate as a subject matter expert in WFA / Union working groups or projects and lead these as required. • Provide colleagues in the wider P&C team with necessary and appropriate support as required to support fluctuating workloads.
Relationship management Builds and maintains effective working relationships across the organisation at all levels, and continues effective external stakeholder relationships	• Collaborate with the wider organisation in projects requiring an ER SME • Build and maintain relationships with external partners including maintaining WFA's relationships with our Unions and development of effective working relationships with their representatives. • Support the ongoing development of a partnership between WFA and its unions for business as usual matters
Continuous Improvement: Work with the P&C Advisory team to continuously review WFA's people frameworks, processes and practices to ensure they are fit for purpose, align with WFA's people centric approach to employment relations, and are consistently applied across WFA	• Enhance good practice through ongoing monitoring and review of the effectiveness of our processes and drive required improvements in all aspects of people and change management in WFA • Maintain an awareness of people risks or issues and identify potential options for addressing these concerns • Maintain and keep abreast of employment law requirements and recommend changes to policy and practice accordingly • Provide subject matter expertise on the review of WFA's people policies and the drafting of new ones. Develop training material to support any new or updated policies. • Provide regular updates and training to the broader P&C team on employment relations issues. • Be a role model for our values, fostering and promoting a customer-focused delivery environment

KEY RESULT AREA	ACCOUNTABILITIES
Reporting and Analysis Risk and issues are identified, reported, and analysis undertaken to understand and address underlying causes	- Ensure that any identified ER risk is escalated to appropriate senior leaders and GM People & Enabling Services is fully briefed. - Reporting is accurate, timely and provides insights that inform the development of initiatives to develop positive and productive employment relationships. - Ensure all information is filed or destroyed in a timely manner, in line with policy and Privacy Act requirements
Living WFA's values WFA is a values-based organisation, and employees should be committed to upholding our values. Our values represent who we are, where we're going and who we're taking with us.	- Be authentic, original, true Mā pango mā whero ka oti te mahi - Act with kindness Aroha atu, aroha mai - Lead by example Mahia te mahi, hei painga mo te iwi - Keep getting better together Whaia e koe te iti kahurangi
Health and Safety Complies with responsibilities under the Health & Safety at Work Act 2015. In the performance of assigned duties, maintains and actively participates in supporting a safe and healthy workplace.	All employees are responsible for: - Working in a safe manner to prevent risk of harm to themselves, others, or the environment. - Complying and cooperating with any reasonable instruction, WFA health and safety policies and procedures and legislative requirements. - Reporting hazards, risks, and incidents (accidents, harm, and near misses), and ensuring reporting and recording is in accordance with WFA policies and procedures. - Participating in incident investigations and taking an active role in rehabilitation following an injury or illness. - Alerting managers and health and safety representatives to any observed unsafe behaviours or situations. - Actively participating in health and safety training and alerting manager(s) where additional training or support may be required.

RELATIONSHIPS AND DELEGATIONS

REPORTING STRUCTURE	Manager:	Principal Advisor, Leadership and Culture
	Peers:	Senior P&C Advisors, Senior Talent Advisor
	Direct Reports:	Nil
KEY RELATIONSHIPS	Internal:	People Leaders,
	External:	Employee representatives, including unions; Legal Advisors
DELEGATIONS & AUTHORITIES	Delegation Level:	Nil

CAPABILITY PROFILE

Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

CORE COMPETENCY	KEY BEHAVIOURS
Results Focus	Resolves conflict promptly and deals decisively with difficult issues. Does not avoid issues. Records actions where appropriate.

CORE COMPETENCY	KEY BEHAVIOURS
	• Takes personal responsibility for making things happen. • Sets and aggressively pursues ambitious and challenging goals – is clear as to what is important and has priority. • Ensures objectives are achieved, on time and within budget – ensures control and monitoring systems are in place and that these fully add value. • Persists despite setbacks and barriers.
Interpersonal Savvy	• Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation • Builds appropriate rapport • Builds constructive and effective relationships • Uses diplomacy and tact • Can diffuse even high-tension situations comfortably
Organisation/Planning	• Focuses time on what's important, quickly zeros in on the critical few and puts the trivial aside, can quickly sense what will help or hinder accomplishing a goal, eliminates roadblocks and creates focus. • Can plan for, organise and manage resources (people, funding provided, material, support) and use them effectively to get things done • Can manage multiple activities at once and recording/processing information in a useful manner. • Can be tolerant with normal levels of chaos, flexible and resilient to manage planned and ad hoc projects efficiently and effectively so that resources are optimised and outcomes are achieved
Integrity and Trust	• Is widely trusted • Is seen as a direct, truthful individual • Can present the unvarnished truth in an appropriate and helpful manner • Keeps confidences • Admits mistakes • Doesn't misrepresent her/himself for personal gain
Decision Quality	• Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment • Most of his/her decisions and suggestions turn out to be correct and accurate when judged over time • Sought out by others for advice and solutions
Problem Solving	• Uses rigorous logic and methods to solve difficult problems with effective solutions • Probes all fruitful sources for answers • Can see hidden problems • Is excellent at honest analysis • Looks beyond the obvious and doesn't stop at the first answer
Conflict management	• Steps up to conflicts, seeing them as opportunities • Reads situations quickly • Can hammer out tough agreements and settle disputes equitably • Can find common ground and get cooperation with minimum noise
Te Tiriti o Waitangi and Cultural Expertise	• Demonstrates understanding of the principles of te Tiriti o Waitangi and their contemporary application to WFA's work • Applies tikanga in relevant work situations
Cultural Competencies	• Wellington Free Ambulance is committed to its responsibility to Māori and its responsibility to Pasifika. There is an expectation of continued learning and development of all staff in this area.

OTHER ASPECTS OF CAPABILITY NOT COVERED BY THE ABOVE COMPETENCIES

Knowledge and Experience

ESSENTIAL	DESIRABLE
• Degree or diploma in HR or Law • Minimum of 5 years' experience in an HR or ER advisory role • Solid knowledge of New Zealand employment law • Exceptional communication and interpersonal skills. • A solution-focused mindset with strong problem-solving abilities. • Excellent relationship-building and influencing capabilities. • Excellent organisational skills and attention to detail • Ability to work confidentially and independently in a fast-paced environment • Demonstrated experience managing complex and sensitive employee relations cases. • High-level written and verbal communication skills with a proactive, professional approach.	• Industrial relations and collective bargaining experience • Familiarity with Mediation Service and ERA processes • Experience in the not-for-profit sector • Understanding of the health sector • Experience in coaching and /or leadership development • Experience in undertaking employment investigations

Hours of work

The normal working week will be Monday to Friday; however the nature of the duties may require work outside the normal hours from time to time.

Changes to Job Description

From time to time as an organisation evolves job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this position in consultation with the employee. This job description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

Employees may be measured against core competencies as part of their performance development.