

# Whakaaturanga Mahi – Job description

Job details	
<b>Job title:</b>	Employee Experience Advisor
<b>Reports to:</b>	Experience Delivery Manager
<b>Direct reports:</b>	Nil
<b>Role:</b>	1.0 FTE
<b>Key relationships:</b>	
<i>Internal:</i>	People & Capability Executive Leadership Team People Leaders Communications IT teams Employees across all functions
<i>External:</i>	Engagement survey partners Wellbeing vendors Learning and development providers
<b>Location:</b>	Palmerston North

## Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

## He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand (**Enable**), we care about making a difference to disabled people and working together as a team.

## He aha te mahi – Role purpose

This position is responsible for embedding and operationalising the organisational development (OD) function within Enable New Zealand. This involves translating high-level OD strategies into practical, sustainable processes, tools, and initiatives that can be consistently implemented across the organisation.

The role supports the day-to-day delivery of OD programmes such as capability development, culture initiatives, change management support, and workforce planning activities.

## Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<b>Employee Lifecycle &amp; Experience Design</b>	<ul style="list-style-type: none"> <li>Map, review, and enhance key lifecycle touchpoints (onboarding, development, performance, mobility, offboarding).</li> <li>Develop and maintain employee friendly process guides, templates, and service standards and develop training material as relevant.</li> <li>Embed inclusion, accessibility, and plain language principles into all lifecycle processes.</li> </ul>
<b>Engagement &amp; Voice of Employee</b>	<ul style="list-style-type: none"> <li>Coordinate and deploy engagement and pulse surveys, including analysis, reporting, and insights.</li> <li>Support leaders with action planning and track progress across teams.</li> </ul>
<b>EVP, Recognition &amp; Culture Activation and Communications</b>	<ul style="list-style-type: none"> <li>Support the embedding of our Employee Value Proposition across internal touchpoints.</li> <li>Manage recognition frameworks and coordinate values-led recognition activities.</li> <li>Promote positive stories that reinforce organisational culture and values.</li> </ul>
<b>Wellbeing and Inclusion</b>	<ul style="list-style-type: none"> <li>Support initiatives that build an inclusive culture, strengthen belonging, and uplift cultural capability.</li> <li>Coordinate wellbeing campaigns, resources, and reporting in partnership with HSW specialists.</li> </ul>
<b>Policy Development</b>	<ul style="list-style-type: none"> <li>In conjunction with People and Capability and the Experience Delivery Manager, develop resources for staff and people leaders in relation to people-focused activities (toolkits, guides)</li> <li>Ensure resources remain current and aligned to policy, legislation, and strategic priorities.</li> </ul>
<b>Change Management</b>	<ul style="list-style-type: none"> <li>Translate HR/OD initiatives into clear, user-friendly communications and support materials.</li> <li>Contribute to change proposals, including assessing readiness, messaging, and feedback collection.</li> <li>Maintain and continually improve intranet content and knowledge-base materials.</li> <li>Deliver initiatives to support employees being change ready.</li> </ul>
<b>Data, Insights &amp; Reporting</b>	<ul style="list-style-type: none"> <li>Maintain relevant data to ensure insights can be provided to the Executive Leadership team and leaders as and when required.</li> <li>Contribute to quarterly reporting to the Board in conjunction with People and Capability.</li> </ul>

***Supporting disabled people and their whānau to live everyday lives in their communities***

Key objectives	Responsibilities
<p><b>Health, Safety, and Wellbeing.</b></p> <p>Apply HSW knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</p>	<ul style="list-style-type: none"> <li>• Is familiar with all policies and procedures as they affect the work environment.</li> <li>• Ensure that safe working procedures are practised, and no person is endangered through action or inaction.</li> <li>• Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards.</li> <li>• Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>
<p><b>Te Tiriti o Waitangi - Treaty of Waitangi and Equity</b></p>	<ul style="list-style-type: none"> <li>• Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.</li> </ul>

## Ngā āheitanga matua - Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### Qualifications and Experience

#### Essential

- 2–5+ years' experience in HR, OD, Employee Experience, L&D, change, or service design.
- Understanding of human-centred design principles and employee lifecycle management.
- Strong data literacy and experience with surveys and analytics tools.
- Excellent written and verbal communication skills, including plain-language writing.
- Experience with HRIS, intranet platforms, and EX/engagement tools.
- Understanding of NZ employment environment, privacy, and cultural competence.

### Skills and Attributes

- Human-centred approach with empathy and curiosity.
- Strong stakeholder management and relationship building skills.
- Continuous improvement mindset; able to identify and solve system-level issues.
- Culturally responsive and committed to inclusion and wellbeing.
- Ability to manage multiple priorities and work autonomously.
- Competent at turning data into insights and insights into action.

---

***Supporting disabled people and their whānau to live everyday lives in their communities***

### **Physical Attributes**

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.