



Job Description

Position Human Resource Manager – Bidfood Auckland South

Reports to General Manager

Direct Report One

Company Vision

“Partner of choice for Auckland’s foodservice”

Mission

Delivering Inspiration, innovation, creating culinary magic

Company Values

- Ownership –responsibility and accountability, we own it.
- Quality – in everything we do, be the best.
- Care – about our people and customers
- People - people and team work drive our success
- Passionate – in all we do

Overview

The Human Resources Manager is responsible for leading and delivering the Human Resources function for Bidfood Auckland South. Reporting directly to the General Manager and with one direct report, the role provides practical HR support and advice across all areas of the employee lifecycle, ensuring HR services are delivered effectively, efficiently and in line with business needs.

The Human Resources Manager partners with the General Manager, Leadership Team and employees to provide expert guidance on recruitment, employment relations, investigations, performance management, employee development, workforce planning and organisational change. The role acts as a trusted point of contact for employees and managers, supporting positive workplace relationships and fostering a strong branch culture.

The role is responsible for ensuring employment practices remain compliant with New Zealand employment legislation, employment agreements, Bidfood policies and procedures. Through workforce analysis and monitoring people-related trends, the Human Resources Manager identifies risks and opportunities, providing practical recommendations that support positive people outcomes and business performance.

Key Relationships

Primary Relationships

- General Manager
- HR Administration Support
- Senior Leadership Team
- Supervisors and Team Leaders
- Branch Employees

Secondary Relationships

- Wider Bidfood HR Team
- Payroll Team
- Recruitment Partners
- Union Representatives
- External Providers

Key Responsibilities

1. Employment Relations

- Provide timely and practical advice to managers and employees on employment policies, procedures, workplace expectations, rights and obligations.
- Coach and support managers through employee relations matters.
- Support or lead workplace investigations, disciplinary meetings, performance improvement processes, medical incapacity processes and grievance management.
- Prepare and review employment-related documentation including letters, agreements, investigation outcomes and performance management documentation.
- Support managers to achieve fair, consistent and legally compliant outcomes.
- Build and maintain positive working relationships with union representatives.
- Participate in collective bargaining preparation and negotiations as required.
- Identify and escalate significant employment risks to the General Manager
- Seek guidance and specialist support from the wider HR team on complex or high-risk employment relations matters where appropriate.

2. HR Leadership & Branch HR Operations

- Lead the delivery of all HR services across the branch.
- Provide leadership, coaching and support to direct report.
- Ensure HR administration activities are completed accurately and efficiently.
- Ensure employee records, documentation and systems are maintained to a high standard.
- Maintain confidentiality and protect employee information at all times.
- Promote professional HR practices throughout the branch.

3. Talent, Workforce & Development

- Support Managers to identify current and future workforce requirements and assist them with workforce planning and succession planning activities.
- Monitor workforce trends including turnover, absenteeism, retention and tenure.
- Support organisational change initiatives as required.
- Identify learning and development opportunities across the branch.
- Support Managers to develop capability within their teams.
- Coordinate leadership development initiatives where appropriate.
- Ensure mandatory training requirements are completed and recorded.
- Monitor training completion and compliance.
- Recommend development opportunities that support business and employee growth

4. Recruitment, Selection & Onboarding

- Oversee end-to-end recruitment activities across the branch.
- Manage recruitment processes for branch vacancies and support hiring managers in attracting and selecting suitable candidates.
- Coordinate external recruitment providers where required.
- Ensure appropriate pre-employment screening and compliance requirements are completed.
- Ensure digital employment documentation is provided and completed prior to commencement of work.
- Support managers to deliver effective onboarding experiences for new employees.
- Monitor new employee retention and identify opportunities to improve onboarding and recruitment outcomes.

5. Culture, Engagement & Employee Experience

- Support the General Manager and Leadership Team in fostering a positive and inclusive workplace culture.
- Act as a trusted and approachable contact for employees seeking support or guidance regarding workplace concerns.

- Coordinate employee engagement initiatives and activities.
- Facilitate employee surveys and analyse results.
- Conduct exit interviews and identify trends and opportunities for improvement.
- Support employee recognition and wellbeing initiatives.
- Promote positive communication and working relationships throughout the branch.

6. Systems, Reporting & Analytics

- Maintain accurate HR, payroll and recruitment data.
- Produce regular workforce reports for the General Manager and Leadership Team.
- Analyse turnover, absenteeism, retention, recruitment and workforce trends.
- Present data in a meaningful way that supports decision-making.
- Monitor people-related risks and identify trends requiring intervention.
- Ensure all HR information is maintained confidentially and in accordance with privacy obligations.

7. Payroll Oversight

- Oversee payroll administration activities completed within the branch.
- Support with payroll-related processes and issue resolution.
- Act as an escalation point for payroll queries.
- Liaise with payroll stakeholders to ensure prompt resolution of issues.
- Monitor payroll accuracy and compliance.
- Support payroll auditing and record integrity activities.

8. Compliance & Risk Management

- Maintain up-to-date knowledge of New Zealand employment legislation and employment relations best practice.
- Ensure branch employment practices remain legally compliant.
- Monitor and communicate legislative changes that may impact the branch.
- Provide practical risk-based advice to the General Manager and Leadership Team.
- Support compliance with agreements and Bidfood policies and procedures.
- Promote ethical and lawful employment practices across the business.

9. Continuous Improvement

- Review HR processes and identify opportunities for improvement.
- Support the implementation of new systems and initiatives.
- Contribute to branch projects and operational improvements.

Health & Safety

Under the Health and Safety at Work Act 2015 you are obliged to:

- Take reasonable care of your own health and safety, including reasonable care that others are not harmed by something you do or don't do.
- Follow reasonable health and safety instructions given by anyone at Bidfood, as far as you are reasonably able to.
- Cooperate with any reasonable Bidfood business policy or procedure relating to the workplace's health and safety.
- Ensure that all accidents, injuries near misses or hazards that occur at work or that affect your work are reported as soon as possible to your Supervisor/Manager or branch Health and Safety Coordinator.

Food Safety

- Bidfood has a HACCP based Food Control Plan (FCP), developed to meet the legal requirements of the Food Act 2014 and other Food Safety requirements

- You are responsible for following Bidfood's Food Safety requirements under the FCP. Please see the branch Food Safety coordinator for a copy of the FCP.
- You must immediately report irregularities or non-conformances using the standard operating procedure defined in the FCP.

Key Performance Indicators

Specific targets and measures may be agreed annually between the General Manager and Human Resources Manager to align with branch priorities and business objectives.

Employment Relations & Compliance	– Employment relations matters managed within agreed timeframes and in accordance with Bidfood policy and employment legislation. – Employment documentation is accurate, compliant and completed within required timeframes. – Significant employment risks identified and escalated appropriately. – No avoidable compliance breaches resulting from HR process or advice.
Leadership & Employee Support	– Timely, practical HR advice provided to managers and employees. – Managers supported to effectively manage performance, attendance and conduct issues. – Positive working relationships maintained across the branch.
Recruitment & Onboarding	– Vacancies managed within agreed recruitment timeframes. – New employee documentation completed prior to commencement. – Required pre-employment checks completed. – New employee retention monitored and reported
Culture & Workforce Outcomes	– Engagement initiatives delivered as agreed. – Workforce data, turnover and absenteeism trends analysed and reported to the GM. – Actionable recommendations provided to support employee engagement and retention
HR Operations & Payroll	– Employee records maintained accurately and confidentially. – Payroll inputs completed correctly and submitted on time. – Payroll and HR administration queries resolved within agreed timeframes. – HR Administrator effectively supported and developed.
Reporting & Continuous Improvement	– HR reporting provided accurately and on time. – Legislative changes and compliance risks communicated and managed. – Opportunities for process improvement identified and implemented where appropriate

I accept this position and its accountabilities and agree to perform the duties and responsibilities outlined in this Job Description.

Signed: _____

Date: