



TITLE OF POSITION: HR & Business Support Manager

REPORTS TO: General Manager NZ 1 (dotted line to Head of HR, Group)

NUMBER OF DIRECT REPORTS: None

OFFICE LOCATION: Auckland, New Zealand

CONTRACT TYPE: Permanent / Part-time position (3 days in office Tues-Thurs – open to discussing flexibility)

ROLE OVERVIEW

The **Human Resources and Business Support Manager** plays a hands-on role in supporting a positive, people-focused workplace. Working closely with senior leaders and the wider team, this role helps deliver initiatives that support employee engagement and smooth day-to-day operations. As part of a global HR team, you'll manage the full employee lifecycle for the Auckland office alongside oversee office operations, helping to create an efficient, welcoming, and compliant working environment where people can do their best work.

MAIN ACCOUNTABILITIES

- **HR Operations:** Work as part of the group HR team to deploy efficient employee lifecycle processes - from onboarding to offboarding including engagement events and initiatives - to foster a positive workplace culture, maximise retention and enhance team productivity.
- **Performance management:** Support performance management, training and development programmes to boost employee skills and career growth.
- **Employee Administration:** Ensure confidential and compliant record-keeping including maintaining HR metrics to facilitate smooth HR operations and reporting.
- **HR Counsel:** Offer guidance to managers and employees to resolve queries and conflicts, ensuring effective problem-solving and support.
- **Employee Relations:** Manage employee relations matters, ensuring accurate record-keeping and adherence to fair, legally compliant processes to maintain a positive and equitable workplace, counselling with our legal team and third-party advisors as needed.
- **Health & Safety:** Oversee health and safety protocols and risk register to maintain a safe working environment and compliance with regulatory standards.
- **Recruitment:** Attract and retain top talent by managing candidate sourcing and screening, aligning staffing with organisational needs.
- **Finance Support:** Manage HR budgets and expenses for financial efficiency. Support the Finance in providing required HR metrics to support monthly payroll process.
- **Support IT and office operations:** Provide support for IT needs and manage office operations, electronic document systems and office operations including facilities management, to drive an efficient and effective office functions.
- **Office management:** Overall facilities management for Auckland office; this includes reception duties, supplier management, administration and tasks that drive effective and efficient business operations effectively.
- **Support the GM and SLT:** Provide business support to ensure executive tasks and projects are completed efficiently.

KEY SKILLS

SPORTS TRAVEL AND HOSPITALITY NEW ZEALAND LIMITED

Level 4, Tower 2, 205 Queen Street, Auckland, 1010, New Zealand

www.sportstravelhospitality.com

Registered office: Level 4, Tower 2, 205 Queen Street, Auckland, 1010, New Zealand

Company number: 3880562



- **People-First Mindset:** A passion for creating a positive workplace culture and enhancing employee performance.
- **HR & Office Management:** Experienced in HR processes, employee relations, and facilities management.
- **Microsoft Office:** Advanced in Word, Excel, Outlook and PowerPoint—ensuring smooth and efficient office operations.
- **Strong Communicator:** Excellent written and verbal communication skills, able to build strong relationships at all levels.
- **Highly Organised:** Skilled at managing multiple tasks and deadlines with ease and precision.

DESIREABLE COMPETENCIES

- **Discreet & Trustworthy:** Proven ability to handle sensitive information with complete confidentiality.
- **Proactive Project Driver:** Resourceful in leading cross-departmental projects from start to finish.
- **Self-Motivated:** Works independently with initiative and reliability—no supervision needed.
- **Collaborative Team Player:** Works well with others to meet and exceed shared goals.

WHO WE ARE

[STH Group](#) is a [Sodexo Live!](#) company, with offices in London, Auckland, Melbourne and Sydney, enabling a truly global reach and service offering.

Our Company partners with event owners to make the biggest sporting events in the world - even better! From the Olympic Games in London and Tokyo, the Cricket World Cup in England & Wales to the Rugby World Cups in Japan, England, New Zealand and France, our award-winning team cover the globe to create travel and hospitality programmes with one simple ambition – to leave sports fans knowing they have just been part of an experience of a lifetime

At STH, you **belong to something greater**; our experiences are unique and so are our people. Bring personality, your background and your desire for delighting others; in return we'll give you all you need to thrive. Through joining STH, you will be part of an inclusive and driven culture, that focuses on collective success and empowerment; we thrive of making the memorable, unforgettable for thousands of global sporting fans. We champion the ethos of the sports teams we represent and ensure our culture is one that is opportunity driven, both for the customers we serve – and the people who make them possible!

WHAT WE STAND FOR

STH Group identify the below values as fundamental commitments for every member of our team. Like the athletes we admire and connect with fans, we use these as our guiding compass in everything that we do, which supports a “one-team” mentality, culture-code and aligned directive.

- **Service Spirit:** We are customer obsessed, encouraging our teams to anticipate expectations and take pride in all services they deliver.
- **Spirit of Progress:** We strive to be trailblazers, we seek continuous improvement and innovation in everything that we do.
- **Team Spirit:** We thrive on winning together, delivering exceptional outcomes for our customers, employees, partners and the communities in which we operate.