

Position Description

Team Lead & Senior Consultant

About No8HR

We are a specialist consultancy partnering with New Zealand’s primary sector to deliver practical solutions in employment, recruitment, and people performance. Our clients choose us because we understand the realities of leading businesses where success depends on people doing the right things at the right time, while managing the challenges of seasonality and growth.

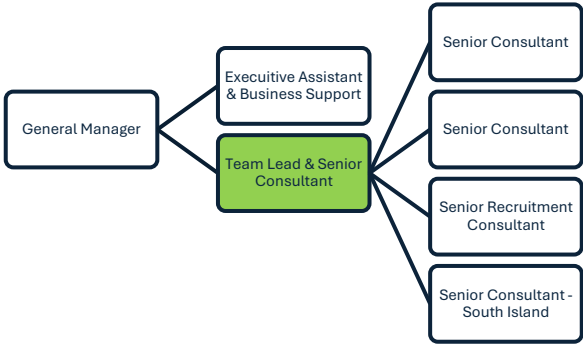
No8HR Ethos

Our clients are at the centre of everything we do. At No8HR, this means living our philosophy of creating practical outcomes that add real value for the people and businesses we work alongside. What this looks like in practice is:

- **Our clients**, providing value and doing what it takes to get the right for solution for them
- **Each other**, we look after and look out for each other.
- **Our communities**, contributing to stronger businesses, stronger people and stronger rural New Zealand communities

Role Purpose

The Team Lead & Senior Consultant plays a key role in the success of No8HR by leading the consulting team and ensuring strong performance, workflow management and delivery standards. The role builds trusted relationships internally and externally, supports effective systems and processes, drives continuous improvement, and contributes to the wider success of the business. In practice, the role comprises approximately 75% client delivery and Senior Consultant responsibilities, and 25% team management.

Your Role	
Reports to	General Manager
Location	303 Alexandra Street, Te Awamutu
Key Relationships	Clients & Applicants, No8HR team members, System providers, Professional bodies
Organisation Chart	 <pre> graph TD GM[General Manager] --> EASB[Executive Assistant & Business Support] GM --> TSC[Team Lead & Senior Consultant] TSC --> SC1[Senior Consultant] TSC --> SC2[Senior Consultant] TSC --> SRC[Senior Recruitment Consultant] TSC --> SC3[Senior Consultant - South Island] </pre>

Accountabilities	
Team Leadership	<ul style="list-style-type: none"> • Lead and support the consulting team, with accountability for performance, engagement, workflow and delivery standards. • Coordinate workflow, priorities and capacity to ensure client commitments are met. • Provide coaching, guidance and feedback to support team development and delivery quality. • Lead regular team check-ins and maintain visibility across work, priorities and performance. • Foster a positive, accountable and collaborative team culture. • Act as the first point of escalation for team leadership, workflow and delivery matters. • Ensure agreed systems, processes and standards are consistently applied across the team. • Contribute to the wider leadership of the business by bringing clarity, structure and momentum to day-to-day operations.
Client Relationship Management	<ul style="list-style-type: none"> • Build and maintain trusted relationships with clients across the primary sector. • Identify opportunities to support clients through wider No8HR services. • Contribute to client retention and growth through responsiveness, professionalism and delivery quality. • Support clients through workforce challenges, business growth and changing people needs.
Senior Consulting	<p>Take ownership for delivery quality, responsiveness, utilisation and commercial outcomes across the following areas:</p> <p>Human Resources</p> <ul style="list-style-type: none"> • Provide practical HR advice and support across employment, performance, compliance and organisational matters. • Support clients to develop effective people strategies, manage risk and achieve positive business outcomes. • Deliver high-quality HR projects, documentation and advisory services that create measurable value. <p>Recruitment</p> <ul style="list-style-type: none"> • Lead end-to-end recruitment processes across a range of operational, specialist and leadership roles. • Build trusted client relationships and provide commercially sound recruitment advice. • Manage candidate attraction, assessment, selection and communication processes to deliver successful hiring outcomes. <p>Training & Facilitation</p> <ul style="list-style-type: none"> • Design and deliver workshops, leadership programmes and training initiatives. • Facilitate learning experiences that strengthen leadership capability, team effectiveness and people performance. • Contribute to the ongoing development of No8HR's training programmes, resources and client solutions.

Team Contribution & Operational Excellence	<ul style="list-style-type: none"> • Contribute to continuous improvement across systems, processes, workflow and client experience. • Work closely with the Executive Assistant and wider team to ensure efficient and effective service delivery. • Contribute to internal projects, business initiatives and process improvements. • Maintain accurate client records, CRM data and documentation. • Work across the business to achieve the best outcomes for clients. • Recognise when specialist expertise is required and engage the appropriate team member.
Targets & Performance	<ul style="list-style-type: none"> • Contribute to agreed individual and business performance targets • Maintain strong activity levels, responsiveness and pipeline management. • Identify opportunities to add value to clients and grow wider service engagement. • Take ownership for delivery, utilisation and commercial outcomes.
Health, Safety & Professional Standards	<ul style="list-style-type: none"> • Operate within No8HR health and safety expectations and contribute to a positive workplace culture. • Maintain confidentiality and professionalism across all client and candidate interactions. • Ensure advice aligns with relevant legislation and ethical standards.

Person Specifications

Personal Attributes	<ul style="list-style-type: none"> • Strong leadership presence with a collaborative, practical approach. • Brings clarity, calm and structure to a busy environment. • Confident having clear, constructive conversations. • Able to work at pace and manage competing priorities. • Strong judgement, decision-making and problem-solving skills. • Self-motivated, resilient and comfortable working independently or as part of a team. • Positive, solutions-focused mindset with a strong work ethic.
Experience and Qualifications	<ul style="list-style-type: none"> • Intermediate to advanced skills in at least one of <ul style="list-style-type: none"> ○ Agri relationship management ○ Recruitment ○ Operational &/or Strategic HR ○ Organisational Development ○ Training and facilitation • Proven experience managing client relationships and delivering professional services • Experience leading, coaching, coordinating or supporting others. • Experience working in a small business or consultancy environment is an advantage.

Professional and Technical Skills

- Able to manage workflow, priorities and competing demands across self and others.
- Strong client focus, with the ability to understand needs and deliver practical solutions.
- Commercially minded, balancing people, compliance and business outcomes.
- Confident having difficult conversations and providing constructive challenge.
- Strong judgement, with the ability to assess situations, identify risks and take appropriate action.
- Strong communication, relationship-building and documentation skills.
- Comfortable using technology to improve efficiency and outcomes, including AI tools, Microsoft 365 and CRM platforms.
- Organised, efficient and detail-oriented.

Non-Limitation Clause

This job description is designed to give an indication of the type of work and performance expected of the jobholder. It does not provide an exhaustive list of duties or performance standards and the jobholder agrees to undertake any other tasks that are consistent with the position and with the provision of quality service to the organisation. This includes the provision of support to other areas of the business as required.