

POSITION DESCRIPTION: Health & Safety Manager

Approval Date	January 2026		
Business Unit	People & Culture	Location	Auckland
Reporting to	Group General Manager – People & Culture	Direct Report	Nil

Company

Turners Automotive Group is an integrated financial services group, primarily operating in the automotive sector and providing strength in three integrated areas:

- Auto Retail (Turners Auto Retail) – Controlling the buying and selling transactions to earn a transactional margin and delivering cross-sell opportunity for Finance and Insurance
- Finance and Insurance (Oxford Finance, Autosure Insurance) – Helping customers with simple and attractive finance and insurance products.
- Debt Management Services (EC Credit Control) – Helping businesses and any size in New Zealand and Australia with better management of their credit challenges

Company Values

- Integrity – do the “right” thing
- Team – together we are up for it
- Customer driven – put yourself in their shoes
- Passion – an “anything is possible” attitude

Job Purpose

The H&S Manager will operate as a key member of the Turners Automotive **People & Culture** team and support individual business units to:

- Design, implement, and continuously improve a practical, risk-based **Health & Safety Management System (HSMS)** that meets legal requirements and Turners’ standards.
 - Deliver **best practice H&S expertise, guidance, and hands-on support** across all sites and business units to build a strong safety culture and reduce harm.
 - Provide assurance that Turners complies with the **Health and Safety at Work Act 2015** and associated regulations, and that risks are effectively identified, assessed, and controlled.
 - Lead effective **incident management, investigations, injury management and rehabilitation**, and ensure timely reporting and corrective action close-out.
 - Enable managers and teams to meet their health and safety obligations through coaching, tools, training, and meaningful insights.
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Relationships

Internal

- Group-wide people leaders (branch, operations, logistics, retail, support functions)
- People & Culture team
- H&S representatives and committees
- Branch Managers & Office Managers
- Payroll, IT, Facilities/Property, Procurement

External

- WorkSafe NZ, ACC, auditors, and industry bodies
- External H&S consultants and trainers
- Contractors, suppliers, and prequalification providers
- Occupational health and rehabilitation providers

Key Accountabilities

H&S Governance & Leadership

- Champion Turners' H&S vision, strategy, and annual plan; set measurable objectives and targets (e.g., TRIFR, LTIs, near-miss reporting, lead indicators).
- Facilitate Safety Committees and worker participation; ensure effective consultation and representation.
- Provide regular H&S reporting and insights to SLT and the Board (where applicable), highlighting trends, risks, and corrective actions.

Risk Management & Compliance

- Establish and maintain **risk registers** and **controls** for critical risks (e.g., vehicle movements, manual handling, hazardous substances, workshop machinery, contractors, lone work, psychosocial risks).
- Lead planned **assurance activities** (audits, inspections) and track actions to closure.
- Ensure compliance with the **HSWA 2015**, General Risk & Workplace Management Regulations, Hazardous Substances Regulations, and relevant **fleet/transport** obligations.
- Develop and maintain emergency response plans, SOPs, permits-to-work, and SSSP where required.

Incident Management, Investigations & Injury Management

- Oversee the incident reporting and notification process (including **notifiable events**); ensure high-quality **ICAM (or similar) investigations** and timely corrective actions.
- Manage **ACC claims**, early intervention, and **return-to-work** programs; collaborate with Payroll and HR on leave and entitlements.

- Report and monitor harm-related metrics (e.g., MTI, LTI, days lost), and implement targeted prevention strategies.

Training, Induction & Competency

- Design and deliver **H&S training**, toolbox talks, and induction content tailored to roles and risks (e.g., forklift safety, working around vehicles, manual handling, hazardous substances, contractor management).
- Maintain a **competency matrix** via the LMS and ensure refresher cycles are tracked and completed.
- Ensure appropriate **PPE selection, use, and maintenance**; verify competency for high-risk tasks.

Contractor & Supplier Management

- Implement and maintain contractor **prequalification** and **SSSP** processes; ensure safe procurement and contractor oversight.
- Monitor contractor performance and compliance, including permits-to-work where applicable.
- Partner with Procurement and Facilities for H&S standards in contracts and supplier agreements.

H&S Data Analytics and Insights

- Deliver complex analysis of **H&S data** to identify trends and drive improvements in safety culture and performance.
- Ensure all data across H&S systems is accurate and up to date, including but not limited to:
 - **Donesafe** (H&S management system and reporting)
 - **LMS** (training and competency)
 - Any relevant fleet/telemetry or incident analytics tools
- Produce monthly dashboards and insights for leadership, highlighting lead and lag indicators and recommended actions.

H&S Frameworks and Tools

- Develop and continuously improve H&S **policies, procedures, standards, and tools** (e.g., risk assessments, SOPs, emergency plans, ergonomics guidance).
- Integrate wellbeing and **psychosocial risk** management into the H&S framework (e.g., fatigue, mental health, bullying/harassment pathways in partnership with P&C).
- Ensure internal policies align with design principles, legal requirements, and industry best practices (e.g., **ISO 45001** alignment where relevant).

Employee Engagement & Culture

- Coach managers on their **PCBU** and officer **due diligence** obligations; build capability at all levels.
- Lead initiatives that strengthen safety culture (Safety Week, recognition, near-miss campaigns, leadership walkarounds).

- Provide clear, pragmatic guidance on NZ H&S legislation and practical application in the automotive environment.

Budget & Resource Management

- Manage H&S budgets for training, PPE, audits, occupational health services, and technology; ensure value for money and timely procurement.
- Lead continuous improvement and technology enablement (e.g., workflow automation in Donesafe).

Website/Intranet Maintenance

- Ensure the **H&S intranet pages** and **Turners People site** contain current, accurate content (reporting links, emergency info, training schedules, safety alerts, SOPs, videos).

Internal Relationship Management

- Build effective working relationships across the business; deliver high-quality professional services and coaching with guidance from senior colleagues where appropriate.
- Partner closely with People & Culture, Operations, and Branch leadership to embed safe systems of work.

Projects

- Contribute to and/or lead H&S projects such as **ISO 45001 alignment**, Donesafe enhancements, contractor management uplift, ergonomics and manual handling programs, fleet safety initiatives, and wellbeing/psychosocial risk programs.
- Support related P&C programs (e.g., performance and capability uplift) where they impact H&S outcomes.

Accreditation & External Programs (NZ-specific)

- Manage participation in external programs (e.g., **ACC Accredited Employer Programme (AEP)**) and audits; ensure evidence and continuous improvement plans are maintained.

Personal Capability Building

- Develop own capabilities through assessment, CPD, formal/informal training, conferences, and specialist media.
- Maintain or gain relevant professional accreditation (e.g., **NZISM membership, HASANZ registration, ICAM investigation certification, Lead Auditor ISO 45001**).

Skills, Qualifications and Experience

- **5–7 years'** experience in Health & Safety management or advisory roles within multi-site operational environments (automotive/retail/logistics/workshops preferred).
- Sound technical knowledge of **NZ H&S legislation** (HSWA 2015, GRWM Regulations, Hazardous Substances Regulations) and practical application in workshop and retail settings.
- **Relevant tertiary qualification** and/or professional certification (e.g., **NEBOSH, GradDipOSH**, or equivalent).

- Proven ability to build strong and effective relationships at all levels; **coach and influence** leaders and teams.
- Strong interpersonal, leadership, and communication skills; **confident facilitator and trainer**.
- Highly effective **planning, organizing, and attention to detail**; disciplined follow-up and action tracking.
- Competent with **Donesafe**, LMS, Microsoft 365; skilled in data analysis, reporting, and insights generation.
- **ICAM** (or equivalent) incident investigation training; **Lead auditor** experience advantageous.
- Full **NZ driver licence** for site visits and audits.

Key Performance Indicators (KPIs)

The following KPIs measure success in the H&S Manager role and align with Turners Automotive's operational environment:

Lead Indicators

- **Near-miss reporting rate** increases year-on-year.
- **Corrective actions closed** within agreed timeframe (e.g., 90% closed within 30 days).
- **Completion rate of mandatory training** and refreshers (target: 95–100%).
- **H&S inspections/audits completed** per schedule (target: 100%).
- **Manager participation** in safety walkarounds and toolbox talks.
- **H&S onboarding completion** for all new starters within required timeframe.

Lag Indicators

- Reduction in **Total Recordable Injury Frequency Rate (TRIFR)**.
- Reduction in **Lost Time Injury Frequency Rate (LTIFR)**.
- Reduction in **number of notifiable events** under HSWA 2015.
- **ACC claim costs** and duration trending down year-on-year.
- **Days lost due to injury** decreasing over time.

Quality Indicators

- Quality of **incident investigations** (e.g., root cause quality, ICAM standard).
 - Timeliness and consistency of **reporting** (monthly dashboards, Board reporting).
 - **Data accuracy** in Donesafe, LMS, and other H&S systems.
 - **Audit scores** (internal and external, including ACC AEP if applicable).
 - Level of **leadership engagement** in safety culture initiatives.
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Turners Automotive – Critical Risk List

These are the key operational risks relevant across Turners' retail sites, auctions, workshops, logistics, and fleet environments:

1. Vehicle Movements & Traffic Management

- Customer and staff interaction with moving vehicles
- Test drives, yard movements, auction lanes
- Reversing, low-speed manoeuvring, forklifts, transporters

2. Workshop Machinery & Equipment

- Hoists, lifts, jacks, rattle guns, power tools
- Mechanical repairs and servicing
- Vehicle battery handling (12V and EV/Hybrid where applicable)

3. Manual Handling & Ergonomics

- Tyre lifting, battery lifting, parts handling
- Pushing/pulling vehicles
- Poor posture in admin and workshop environments

4. Hazardous Substances

- Oils, fuels, coolants, brake fluid, cleaning agents
- Spray paints, adhesives, aerosols
- Waste disposal and environmental controls

5. Psychosocial Risks

- Customer aggression
- Lone or isolated work (yards, small branches)
- Fatigue, stress, workload pressures
- Change fatigue and wellbeing impacts

6. Slips, Trips & Falls

- Wet floors, workshop spills, forecourt areas
- Uneven surfaces in vehicle yards
- Work at height (trailers, transporters)

7. Plant & Equipment Failure

- Machinery malfunctions
- Poorly maintained tools
- Uncontrolled energy sources (LOTO)

8. Contractor Management

- Service providers (cleaners, tradespeople, mechanics)
- Transport contractors
- On-site maintainers and IT/Facilities providers

9. Electrical Safety

- EV/Hybrid vehicle systems (if applicable)
- Electrical tools and cords
- Office-based hazards (poor cable management)

10. Violence, Aggression & Security

- Customer conflict and escalation
- Theft or car theft attempts
- Lone staff working late or in isolated areas

11. Driving & Fleet Safety

- Driver distraction or fatigue
- Long-distance travel
- Mobile plant or towing activities
- Roadworthiness of vehicles used for work

12. Fire & Emergency Management

- Flammable substances
- Battery fires (EV/Hybrid where applicable)
- Evacuation readiness and emergency planning