

POSITION DESCRIPTION

Oranga Tamariki—Ministry for Children



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| Title: | Manager - HR Advice (Regional) |
| Group: | Corporate Services |
| Reports to: | HR Operations Delivery Manager |
| Location: | Wellington |
| Direct Reports: | Yes |
| Budget: | No |

OUR ORGANISATION

About us

Oranga Tamariki—Ministry for Children is a Ministry dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future. We also work with young people who may have offended, or are likely to offend. Our belief is that in the right environment, with the right people surrounding and nurturing them, any child can, and should flourish.

Our vision

Our vision is: New Zealand values the wellbeing of tamariki above all else.

Our purpose

Our purpose is: To ensure that all tamariki are in loving whānau and communities where oranga tamariki can be realised.

The Oranga Tamariki way

We're introducing a new way of doing things. A way of looking at the world that guides everything we do:



Our core outcomes

Our core outcomes are:

- All children and young people are in loving families and communities where they can be safe, strong, connected, and able to flourish
- Improved outcomes for all children, especially tamariki and rangatahi Māori.

POSITION PURPOSE

Our desired future is one where we demonstrate that our people matter, and that we cannot realise our vision without them. We want our staff to feel listened to, valued and empowered. We want to make things easy for them, to have the right skills, and feel supported to put tamariki first. We have three focus areas to support our people to live the Oranga Tamariki vision, purpose and the Oranga Tamariki way. These are:

- Make our people processes effective and easy so they can focus on oranga tamariki
- Build our capability so we can realise oranga tamariki
- Create an environment where our people are empowered to put tamariki first.

The Manager - HR Advice (Regional) leads a team of Senior HR Advisors based across all the main centres in delivering a range of integrated HR services across the generalist spectrum, with an emphasis on supporting managers grow their capability, and deal with employment relations issues. This role will work closely with other areas of the People and Leadership team. The role champions service culture and seeks opportunities for continuous improvement in support of the delivery of integrated, end-to-end HR services.

KEY ACCOUNTABILITIES

| Key Result area | Key Accountabilities |
|--|---|
| Senior ER/HR Advice and Support | <ul style="list-style-type: none">- Coach and support Senior HR Advisors in their advisory role, particularly with employment relations issues, and be the escalation point for them.- Advise managers on, and grow their capability to manage, performance or employment relationship problems and help them implement disciplinary action if required.- Provide prompt resolution of any concerns/enquiries and appropriate support to enable staff to excel in their roles, liaising with other teams for the affected area- Apply the people policy, guidelines, processes and procedures of Oranga Tamariki, in a pragmatic way to ensure achievement of business outcomes- Develop an excellent knowledge of People and Leadership processes and procedures, and provide clear guidance, support and training to managers in HR processes |
| People Management | <ul style="list-style-type: none">- Manage the delivery of high quality HR advisory services ensuring the Regional team is working together to meet service delivery expectations in a timely, nationally consistent and clear manner across Oranga Tamariki- Collaborate with the HR Operations Delivery Manager and Team Leaders Centralised Advice, Recruitment and Administration to ensure an integrated approach to HR service delivery- Contribute to the development of HR Operations Delivery performance measures and monitor service delivery, identifying and implementing opportunities for improvements- Regularly review systems, HR processes and team knowledge to |

| Key Result area | Key Accountabilities |
|--------------------------------|--|
| | <p>assess their effectiveness and identify opportunities to improve service delivery including through process improvement or enhanced self-service</p> <ul style="list-style-type: none"> - Establish priorities and plans for service delivery, manage workload distribution, allocation of tasks and monitor service levels - Manage workflow in conjunction with your manager and the HR Operations Delivery Team Leaders, by ensuring the appropriate planning and prioritisation of work, also ensuring that work is completed to an appropriate standard. |
| Leadership | <ul style="list-style-type: none"> - Future builder - help staff and the organisation navigate the future - People builder – develop people and identify talent - Deliverer - make things happen, with and through others - Steward - lead in a public service context, contributing to a better New Zealand - Understand and implement your manager Health, Safety and Security accountabilities - Ensure health, safety and security policies and procedures are understood, followed and implemented by all employees - Lead in a manner that promotes and encourages a culture of team work, innovation and excellence in customer service - Promote and role model the values and goals for Oranga Tamariki including good employer principles and practices and expected high standards of integrity, ethics and behaviour in all operations of Oranga Tamariki. |
| Risk Management | <ul style="list-style-type: none"> - Identify any organisational risks and take action to minimise their impact - Effectively manage risks and escalate risks and propose appropriate mitigation where necessary. |
| Relationship Management | <ul style="list-style-type: none"> - Develop and maintain effective working relationships across Oranga Tamariki to ensure a thorough understanding of the business and its support requirements - Develop strong working relationships with other members of the People and Leadership team to ensure a coherent and joined up approach to the delivery of HR services to the business. |

| Key Result area | Key Accountabilities |
|---|---|
| Process Improvement | <ul style="list-style-type: none"> - Ensure all customer feedback is recognised, recorded, managed and/or escalated as appropriate and that the customer is kept informed of the status and outcome - Review processes, as required, to ensure they are effectively managed by the Senior HR Advisory team - Monitor and evaluate the performance levels within the team with a view to identifying ways of improving performance levels - Investigate and document root causes of process irregularities, to inform prevention of future reoccurrences and to improve processes. |
| Reporting | <ul style="list-style-type: none"> - Monitor the Customer Relationship Management system to ensure quality of data and take steps to enhance where possible. - Provide reporting as required to the P & L leadership team. |
| Being part of the Oranga Tamariki team | <ul style="list-style-type: none"> - Actively and positively participate as a member of the team - Proactively look for opportunities to improve the operations of Oranga Tamariki - Perform any other duties as needed by Oranga Tamariki - Comply with and support all health and safety policies, guidelines and initiatives - Ensure all incidents, injuries and near misses are reported into our H&S reporting tool - Comply with all legislative and regulatory requirements, and report any breaches as soon as they become known - Adhere to all Oranga Tamariki procedures, policies, guidelines, and standards of integrity and conduct - Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work. |

KEY RELATIONSHIPS

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|-----------------|---|
| Internal | <ul style="list-style-type: none"> - Oranga Tamariki Managers - P&L leadership team - Legal Services - Oranga Tamariki staff |
| External | <ul style="list-style-type: none"> - Ministry of Social Development (MSD) counterparts - Workplace representatives including unions - Other government agencies - External HR Service Providers |

QUALIFICATIONS & EXPERIENCE

Qualifications

- Tertiary qualification in Human Resources/ relevant discipline or relevant experience is required
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Experience

- Demonstrated success in the ability to influence at a senior level in the organisation.
 - Significant generalist knowledge and experience of HR practice with specialist expertise in Employment Relations
 - Thorough knowledge of NZ employment legislation and employment related case law.
 - Excellent ability to present analysis in a clear plain English manner, and in a timely fashion to be used for decision making when required
 - Experience leading a team to deliver services across a number of regions.
 - Demonstrated effective management and leadership experience within a complex organisation.
 - The ability to work effectively in a team environment, collaborate widely both internally and externally, and provide guidance to managers and staff.
 - Excellent customer focus – you'll delight in anticipating and meeting customer needs and be a superb relationship manager.
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Skills

- Proven ability to investigate underlying issues of complex and ill-defined problems and develop creative solutions through abstract thinking.
 - Demonstrated high level conceptual, analytical and research skills, with the ability to provide innovative thinking in problem solving and implementing improved work practices.
 - Demonstrated ability to deal with ambiguity and adapt to changing circumstances and new responsibilities.
 - Understanding and appreciation of cross cultural issues and concerns, in particular, knowledge of tikanga Māori, and Pacific peoples' culture
 - Sound judgement and uses approaches that are appropriate for the situation
 - Awesome communications skills tailored for your audience – you can convey information and ideas clearly to a broad range of people
 - Incredible organisational skills with the ability to multi-task, and work to tight and competing deadlines, at pace
 - Understanding of the future of HR and delivering the ultimate employee experience aligned to organisational culture
 - An inclusive and approachable working style, you understand that diversity adds value.
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