# Ministry of Social Development logo

# Human Resources (HR) Advisor

# People Group

## Our purpose

**Manaaki tangata, Manaaki whānau**

We help New Zealanders to be safe, strong and independent

## Our commitment to Māori

As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations.

## Our strategic direction



## Our Values



## Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## The outcomes we want to achieve

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| --- | --- | --- |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |

## We carry out a broad range of responsibilities and functions including

* Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
* Public Housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans

## **He whakataukī\***

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| --- | --- |
| Unuhia te rito o te harakeke  Kei hea te kōmako e kō?  Whakatairangitia, rere ki uta, rere ki tai;  Ui mai ki ahau,  He aha te mea nui o te ao?  Māku e kī atu,  He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush  Where will the bellbird find rest?  Will it fly inland, fly out to sea, or fly aimlessly;  If you were to ask me,  What is the most important thing in the world?  I will tell you,  It is people, it is people, it is people |

\* We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī

## Position detail

### Overview of position

The HR Advisor is responsible for coaching and supporting managers to effectively use the Ministry’s (MSD) systems and processes and work within the policies that are in place to build management competence. The role also contributes to the development of the Assistant HR Advisors, as well as providing support to the HR Business Partnership team to develop and deliver on HR business strategies and initiatives.

### Location

National Office, Wellington

### Reports to

Team Leader, HR Advisory

## Key responsibilities

### HR Operational Support and Coaching

* Assist managers to effectively resolve their HR process/policy queries, in conjunction with the Employee Relations and Remuneration, and HR Business Partnership teams.
* Research staff issues and present advice and options to managers, ensuring that advice is balanced, identifies risks/opportunities and meets the needs of the business unit.
* Provide job/organisational design guidance to managers and providing advice on the position management process.
* Provide advice to managers around temporary and/or permanent changes to staff terms and conditions of employment, and drafting paperwork where required.
* Identify themes coming from service line managers and support the HR Business Partner team to build and shape appropriate response to address the emerging issues.
* Facilitate HR workshops for managers.
* Provide coaching to less experienced members of the HR Advisory team to build their confidence and HR experience when responding to calls and emails.

### HR Advisory Services

* Respond to HR matters and queries from managers, via phone, email or face-to-face interactions.
* Provide accurate and consistent information, support and advice across all HR policies and processes.
* Respond to calls from managers on HR policies and processes. Ensuring that a full understanding of the issue is developed to ensure high first contact resolution.
* Respond to emails from managers and taking a coaching and up-skilling approach where appropriate.
* Follow up with customers if the initial phone call or email is not resolved or required further research. Escalate more complex issues to other HR areas as required.

### HR Portfolio and Project Support

* Establish and facilitate portfolio meetings with HR Advisory portfolio members and provide updates at team meetings on key portfolio activities.
* Work as a collaborative partner with other teams within the People Group to provide operational support to change management processes, including maintaining the people matrix, developing organisation charts, and assisting with the development of business cases, position descriptions and change documentation.
* Participate in HR process improvement projects as required, including providing support and advice to managers as part of the project.

### Continuous Improvement and HR Shared Services Projects

* Pro-active maintenance of HR content on Doogle and build of the HR knowledge base.
* Pro-active identification of inefficient processes and make improvements to streamline processes.
* Lead and/or support relevant HR projects to deliver against the HR Operations work programme and enhance the function.
* Act as a subject matter expert on e-learning guides and support the update of these as appropriate.
* Participate in continuous professional development activities relevant to role.

### HR Cyclical Processes and Operational Support

* Co-ordinate the annual performance and remuneration review processes. This includes communicating timeframes to the business, managing spreadsheets and preparing information for moderation and sign-off processes.
* Play an active role in supporting other key HR initiatives, for example IEA roll-outs, implementation of new organisation development initiatives and cyclical engagement/culture programmes

## Embedding te ao Māori

* Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

## Health, safety and security

* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework.
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures.

## Emergency management and business continuity

* Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team.
* Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures.

## Know-how

* Relevant tertiary qualification (major in human recourse management, business or psychology is desirable)
* Sound knowledge of relevant employment law and practices
* Knowledge and practical experience in a range of HR disciplines and/or a greater depth in a particular discipline.
* Proven ability to write to a high standard (clear, accurate, concise, appropriate to audience).

## Attributes

* Well-developed analytical skills.
* Excellent communication skills – particularly oral and written - able to clearly express views in a variety of ways, adapt style to meet the needs of the audience and convince others to accept ideas/strategies.
* Excellent relationship management skills – able to establish, build and maintain effective working relationships.
* Excellent organisational and time management skills - can work on a number of different tasks – often under pressure, able to plan and organise work to meet competing deadlines,
* Strong ability to develop/articulate logical arguments – based on fact, information is sourced from a variety of sources, argument is backed by sound evidence
* Consistently demonstrates sound judgement and is pragmatic, adaptable, open-minded, and has a forward-thinking style.
* Shows a commitment to learning and extending self and continuously seeks opportunities to explore different and innovative approaches to work.
* Client focussed – gives high priority to anticipating need and ensuring client satisfaction.

## Key relationships

### Internal

* Team Leader, HR Advisory
* Manager, HR Advisory
* Business Partnership team
* Members of the HR Operations Management team
* People Group colleagues
* Managers and staff across MSD

### External

* External and internal training providers, contractors and suppliers
* Applicants applying for positions
* Public Service Association
* Other Public Sector Organisations.

## Other

### Delegations

* Financial – No
* Human Resources - No

### Direct reports - No

### Security clearance - No

### Children’s worker - No

Limited adhoc travel may be required

**Position Description Updated:** October 2020