# Ministry of Social Development logo

# Senior Human Resources 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 harakekeKei 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 flaxbushWhere 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 Senior Human Resources (HR) Advisor is an experienced HR professional providing informed and value-added HR and employment relations advice and guidance to the wider People group (the Group) and the Ministry’s (MSD) managers covering the organisation’s HR systems, processes and people practices. The role will generally have an advisory focus and through providing coaching and a strong client focus will enable managers to increase their capability in managing their people issues and in accessing and utilising MSD’s HR systems and self-service channels.

The Senior HR Advisor will:

* Develop and provide high quality advice and informed analysis on the more complex and challenging HR and employment relations issues without the need for guidance from others
* Work collaboratively with the Group’s teams to provide HR expertise and support to other HR team members and to line managers
* Develop an understanding of MSD’s people related and workforce issues and how these are impacted and influenced by the MSD’s People Strategy within the context of the wider role of Government, other Social sector agencies and the wider State sector
* Support programmes of HR initiatives including the implementation and delivery of new and revised HR systems, policies and frameworks across MSD.

### Location

National Office

### Reports to

Director HR Operations

## Key responsibilities

### HR Strategy and Policy Support

* Support the development and on-going review of MSD’s HR policies and processes in response to the changing environment and contribute ideas for improving HR processes and systems
* Contribute to the development and lead the rollout within the HR Operation team of operational HR policies and processes to facilitate delivery of strategies and initiatives
* Actively promote, support and seek feedback on HR strategies, initiatives and programmes to help inform the formulation processes
* Contribute to discussion and debate on strategic HR and workplace issues for the MSD.

### HR Advice and Support

* Provide informed advice to HR and line management on the interpretation and application of the MSD’s HR and Employment relations (ER) policies and practices
* Support the HRBP team by assisting with change management activities and the delivery and implementation of HR initiatives and work programmes into the business
* Advise and support the HR team’s role in MSD’s key cyclical HR processes including performance management and remuneration reviews
* Provide HR training, coaching and guidance to line managers, especially to new managers
* Maintain oversight of the position management functions and support the MSD’s job evaluation processes
* Provide coaching and mentoring to up-skill and develop other HR team members.

### Research and Analysis

* Analyse, interpret and present information collected through various data-gathering exercises related to areas of the on-going work programme
* Prepare informed advice and reports on HR operational / project initiatives based on sound analysis and insights.

### Project and Change Management

* Define, plan and take responsibility for specific projects within designated work area
* Undertake and support other project, continuous improvement and change management activities as required.

### Relationship Management and Communication

* Establish and manage collaborative relationships at all levels of MSD
* Ensure that key stakeholders are proactively involved and kept up to date with key initiatives
* Establish and maintain strong working relationships and open communication lines across the Group to ensure effective sharing and flow of information
* Develop internal and external networks to ensure that proper consultation takes place and that initiatives are relevant, practical and well understood by those responsible for implementation
* Ensure that communications are timely, easily understood and meet the needs of the audience.

## 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

* A relevant tertiary qualification or equivalent
* Broad Human Resources management experience including knowledge of current best practice
* Demonstrated ability to see the “big picture” and understand the strategic context of projects / policy issues and how these operate in the real world
* Experience with implementing effective HR and ER policies, initiatives and programmes
* Proven ability to write to a high standard (clear, accurate, concise, appropriate to audience)
* Experience in and a strong understanding of the collection, interpretation and uses of HR information and the ability to convey this to a variety of audiences
* Advanced computer skills including standard spread sheeting, word processing, database and statistical packages
* Proven project/change management skills and experience, ideally with some in the public service arena.

## Attributes

* Strong analytical and problem-solving skills – clarity of thinking, defines problems well, gathers all necessary information and produces thorough, objective and sound advice
* Excellent communication skills – particularly oral and written - able to clearly express views in a variety of fora, convey complex information, persuasively present ideas and business cases to gain support for proposals, plans or decisions
* Strong ability to develop/articulate logical arguments – based on fact, information is sourced from a variety of sources, and argument is backed by sound evidence
* Excellent relationship management skills – able to establish, build and maintain effective working relationships, including the capacity to work with and coordinate team effort to achieve outcomes
* Demonstrated ability to work effectively both independently and a member of a team
* 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, and solve problems in an environment of change
* Consistently demonstrates sound judgement and is pragmatic, adaptable, open-minded, reflective and forward thinking, and continuously seeks opportunities for different and innovative approaches to work
* Client focused – gives high priority to anticipating need and ensuring client satisfaction
* Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Director HR Operations
* Managers and team members across the Group
* People Group Leadership Team
* Business Partner team
* Offices of the Deputy Chief Executives
* Managers and staff in the business groups
* Internal specialist service providers (e.g. MSD Legal, Finance, Communications and Engagement).

### External

* Central agencies – eg Te Kawa Mataaho (Public Service Commission), Central Agencies Shared Services (CASS)
* HR leaders and specialists in other government and State sector agencies
* External HR and management consultants
* Public Service Association and other unions’ officials

## 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:** July 2025