# Ministry of Social Development logo

# Jobs & Skills Hub Recruitment Facilitator

# Employment

## 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\***

|  |  |
| --- | --- |
| 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

With a focus on individuals who are at various stages of seeking employment, this role is to oversee, facilitate and co-ordinate recruitment activities to ensure workforce development needs are met.

As a trusted recruitment facilitator for various commercial, infrastructure and residential build projects, this role plays a key part of the wider Jobs and Skills Hub and operates under the Hubs vision and values alongside a variety of key stakeholders. This role will be an ambassador for a 'one stop shop' approach for industry in relation to on-site training and recruitment of current and future workforce requirements. There is a clear focus on remaining employee and employer centric in delivery and support including alignment to pre and post pastoral care.

### Location

Auckland

### Reports to

Job & Skills Hub Operations Manager

## Key responsibilities

## Relationship Management

* Undertaking comprehensive reporting which meets all stakeholders needs
* Promote a ‘one stop shop’ service to industry regardless if they need recruitment or training
* Proactively developing sound relationships of trust with key client stakeholders
* Promptly addressing and resolving any customer queries or concerns
* Timely escalation of issues to the Jobs and Skills Hub Operations Manager so they can respond accordingly
* Model and encourage first class customer service by considering customers in all business development planning
* Maintaining a high standard of ethical practice by remaining fair, honest, reliable and trustworthy in dealings with all people
* Actively supporting initiatives to customers

## Recruitment needs, support and assessment

* Develop end to end recruitment including: taking job briefs, recruitment advertising, telephone screening, interviewing, reference checking and administrative functions.
* Develop and implement a post placement pastoral care package to ensure minimal disruption to business operations while maintaining productivity and improving staff retention
* Work in conjunction with the Training Facilitator to develop and manage training solutions for those looking for work
* Assist candidates in preparing for interviews
* Assist candidates in C.V preparation
* Link successful candidates to a pastoral care programme in order to limit challenges impacting their ability to work

## Provide employers and employees with their recruitment needs

* Matching applicants (walk-ins, agencies, other) with suitable employment opportunities
* Develops and maintains strong relationships with employer and agency stakeholders, co-ordinating and working closely with external recruitment partners
* Identify current and future supply and demand in regard to staffing requirements for industry
* Understand issues and pressure points in relation to recruitment and develop a supporting solution
* Expand the relationships with existing customers by continuously proposing solutions that meet their objectives
* Proactively keep up to date with range of product and systems knowledge across the various industry recruitment systems
* Developing and maintaining all relevant administration, including online recruitment tools

## 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

* Minimum 2 years recruitment experience with a passion for recruitment and seeing people progress in life
* Experience with online recruitment tools, as well as good numerical and analytical skills
* Detailed knowledge and experience in providing a comprehensive range of employment products and services
* Promotional/marketing skills and an understanding of key strategies and approaches
* Strong relationship management skills; builds and sustains relationships through respect for individuals, open communication and displaying sensitivity towards people
* Sound business writing and verbal communication skills, including well-developed presentation skills
* Experience working with youth to support them in to the world of work, mature workers looking to change careers paths or enter the work force
* Demonstrates initiative and ownership, taking action before being asked and proactively makes suggestions on how to improve things at work
* High level of attention to detail with the ability to maintain focus on priorities and work well under pressure
* Able to embrace change and deal with ambiguity and uncertainty
* Clean driver’s license
* Good level of IT skills
* Must be a NZ citizen or hold a residence class visa

## Attributes

* Cultivates Innovation – Shape the agenda, creating new and better ways for the organisation to be successful
* Nimble Learning – Actively learn through experimentation when tackling new problems, using both successes and failures as learning fodder
* Collaborates – Support others, building partnerships and working collaboratively with others to meet shared objectives
* Customer Focus – Build strong customer relationships and delivering customer-centric solutions
* Action Oriented – Take on new opportunities and tough challenges with purpose, urgency and discipline
* Decision Quality – Make good and timely decisions that keep the organisation moving forward
* Organisational commitment and public service – Role models the standards of Integrity and Conduct for the State Services Contributes to the development of, and helps promote and builds commitment to MSD’s vision, mission, values and services

## Key relationships

### Internal

* Recruitment partners
* Jobs and Skills Hub staff

### External

* Lead contractors and their employees, sub-contractors, developers
* Community groups, community leaders, and schools
* Key contacts in partner 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:** February 2019