# Ministry of Social Development logo

# Assistant 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 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 Assistant HR Advisor is responsible for delivering timely, high-quality HR advice, recruitment, vetting and on-boarding support to managers across the Ministry (MSD) and to external clients under the shared services model.

### The role is also primarily responsible for the AskHR and recruitment phone line, managing background checks on potential employees (preferred candidates) to help managers make a well-informed decision on whether candidates meet MSD and public service standards of integrity and honesty, workflow management, case management and related position management within myHR, contractual employment documentation and providing professional HR services to People Group colleagues.

### Location

National Office, Wellington

### Reports to

Team Leader AskHR

## Key responsibilities

### Operational Support

* Provide practical operational support to managers in order to contribute to the effective provision of HR related services.
* Produce contractual documentation and variations for existing staff, checking employee files for any historical terms and conditions, checking with Employment Relations (ER) on grand-parented terms as required.
* Proactively monitor all workflows from managers and action in line with relevant delegations, policy, contractual and legislative guidelines and payroll cut off timelines.
* Support HR Advisors in establishing positions in line with relevant approvals as defined by each business unit and HR delegations.
* Provide support and advice to managers regarding MSD pay and progression framework.
* Maintain relevant position information within myHR to make sure HR information and data captured accurately.
* Maintain current and up to date knowledge of all MSD and external customers’ terms and conditions.
* Work collaboratively with other HR teams to develop cross functional knowledge and understanding, including an in-depth knowledge of our systems to support engagement with customers.
* Adapt style and response to meet each unique customer need and expectation, whilst ensuring that solutions offered meet systems capability.
* Escalate complex issues to HR Advisors or specialist People Group teams as required.
* Take ownership of escalated queries to other areas within HR to ensure that the customer’s query is resolved.
* Support and assist others in the team on processes and procedures, ensuring quality assurance and peer checks are regularly and consistently undertaken.
* Ensure that key stakeholders (e.g., hiring managers and recruitment partners) are kept up to date on the progress of their workflows and queries raised.

### AskHR Services

* Be the first and primary point of contact for all HR queries.
* Provide information, advice and guidance to managers regarding employment. agreements, legislation and an extensive range of other HR matters and policies.
* Link managers to specialist HR advice or services as required.
* Monitor and action the AskHR queries via CRM and workflows.
* Respond to enquiries from managers on a diverse range of HR issues, by developing a full understanding of the issue to ensure resolution at first contact.
* Work closely with broader People Group colleagues to monitor, review and update policies and guidelines in line with legislation and best practice.
* Assist Business Partners, Advisors and broader People Group colleagues to implement frameworks and tools to lift capability and support leaders to implement change.
* Proactively share information with managers where appropriate.

### Recruitment Services

* Post job advertisements on relevant job search channels.
* Schedule interviews and assessment centres.
* Review and post promulgation reports on the MSD intranet.
* Action and complete the end-to-end contractor/committee fee member process.
* Manage the on boarding / manage pending process and ensure any issues are managed and resolved as soon as possible.
* Support, administer and provide advice to managers on recruitment and on boarding queries from internal and external clients, via phone, email and workflows.
* Monitor and respond to recruitment inbox queries.
* Produce employment documentation and variation letters in line with relevant contractual terms and conditions.

### Staff Background Checks

* Ensure the background checking process for MSD staff and other stakeholders is consistent with MSD’s Guidelines and Standards.
* Report to the Team Leader on non-compliance.
* Ensure all pre-employment checks are carried out in a timely manner.
* Liaise with vetting and background checking providers on a regular basis to facilitate the:
* criminal record checking process
* Equifax Trace ‘alias’ record checking process
* NZ Insolvency and Trustee Services in relation to Bankruptcy checks
* Liaise with other public service organisations in relation to Serious Misconduct checks.
* Ensure the privacy of all checks is maintained at all times.

**Continuous Improvement and HR Operations Projects**

* Review and recommend updates to HR content on MSD’s intranet.
* Contribute to continuity of HR services by creating and updating HR documentation, including standard operating procedures, manager guides and templates.
* Act as a subject matter expert on e-learning guides and support the updating and developing of these as appropriate.
* Proactively review and recommend updates to contractual templates used by AskHR.
* Identify inefficient processes and suggest improvements and opportunities to streamline processes.
* Provide support to business/change management processes as required.
* Participate in HR process improvement projects as required.
* Participate in continuous professional development activities relevant to role.

## 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

* Tertiary qualification in HR (and/or other related discipline) or equivalent experience in an operational generalist or specialist HR role
* Working knowledge of relevant employment law, trends and practices in the HR field
* Interpret HR policy and procedures consistently and objectively
* Effective planning, coordination and time-management skills, with ability to manage multiple priorities and meet deadlines
* Proven ability to develop trust and credibility with managers and staff
* Able to analyse information and solve problems
* Excellence in customer service and people relationship skills
* Ability to adapt communication style to a range of situations
* Takes accountability for quality and accuracy
* Demonstrate an ability to access and use available HR information systems and Microsoft suite of tools
* Ability to adapt to a busy and changing environment

## Attributes

* Excellent verbal and written communication skills, including ability to adapt style to a range of situations
* The ability to develop a sound understanding of the business and how they operate (Business Acumen)
* Active listening skills
* Strong relationship management skills
* Excellent customer service skills and focus
* Exercises sound judgement and initiative
* High level of organisational and time management skills and takes accountability for quality and accuracy of work/advice
* Ability to adapt to a busy and changing environment
* Demonstrates flexibility, effective management of conflicting priorities and delivering results to deadlines
* An ability to maintain up to date knowledge of MSD’s HR related policies and guidance to ensure managers and employees can access accurate and legislatively compliant advice
* Values diversity, and contributes to an inclusive working environment where differences are acknowledged and respected.

## Key relationships

### Internal

* Team Leader AskHR
* Manager AskHR
* HR Advisory team
* Business Partnership team
* HR Operations team
* People Group colleagues
* Managers and staff across MSD

### External

* Managers within our external shared services agreement, including, but not limited to Whaikaha and the Social Wellbeing Agency
* External training providers, contractors and suppliers
* Public Service Association
* Other Public Service 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:** July 2024