**ER Consultant 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 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 ER Consultant role is primarily focussed on addressing and/or mitigating risk to the Chief Executive and all Managers across the organisation through timely and sound supporting ER/HR advice and active management and appropriate resolution of complex high risk and mid-level employment relationship problems and cases across the Ministry (MSD).

The role also ensures that the ER/HR operational advice provided and/or casework that is undertaken and lead by the ER Consultant is compliant with our legal and legislative obligations and is aligned to our People Strategy objectives and MSD ER/HR policies.

The ER Consultant will:

* Provide timely and high-quality operational leadership, advice, support and guidance on ER/HR matters that have organisational risk to the Chief Executive [the “employer”] in terms of the Public Service Act 2020, Employment Relations Act 2000 and other relevant legislation, policies or guidelines.
* Actively lead and manage ER/HR casework to ensure that the Chief Executives obligation to be a “good employer” is maintained, and that ER/HR actions are compliant with approved MSD HR Delegations.
* Communicate and work effectively as required for casework resolution with internal ER/HR and other staff, and with external parties including unions.
* Support internal and external legal assistance provided for employment relationship matters.
* Lead or contribute to as required ER/HR related initiatives.
* Provide expert ER/HR advice and solutions as required to all people leaders to inform strategy, policy, business and budget decisions.
* Proactively build and manage constructive relationships with all people leaders at all levels and locations across the organisation and be approachable and available.
* Identify key ER/HR issues or trends in ER/HR casework across MSD that may have an impact on the organisation and/or designated business groups and recommend and/or lead appropriate initiatives and improvements.
* Provide ER/HR mentoring, support and coaching to other HR staff to assist them with their casework and internal career growth and development.

## Location

National Office (Positions may be based outside of Wellington)

## Reports to

Manager ER Consultancy

# Key responsibilities

## Delivers High Quality Advice, Management Development and Support

* Provides ER/HR subject matter expertise to support people leaders to resolve complex / high risk employment relationship problems at all levels on a case management basis.
* Provides initial advice direct to the people leader who raised the issue and in complex / higher risk leads the process to manage the issue through to completion, with escalation when necessary.
* Uses extensive knowledge and experience of ER/HR issues and casework to coach people leaders and develop their confidence and capability to manage these issues, with advice when needed.
* Undertakes ER/HR investigations into complex complaints ensuring that legally

compliant and HR “best practice” processes are followed.

* Takes the lead as required in responding to Personal Grievances lodged with MSD.
* Represents MSD at mediations or other resolution meetings as required.
* Engages where appropriate with internal and external legal and consultancy support.
* Regularly updates the MSD employment relations database and other electronic recording tools and systems to enable accurate reporting.
* Provides coaching, mentoring and guidance to HR Advisory teams, Advisory teams and people leaders on both a programmed and ad hoc basis.
* Inputs into continuous improvement of ER tools including policies, procedures and templates.

## Work Programmes

* Contributes to the planning and delivery of the ER Consultancy work programme.
* Supports managers to prepare for new ways of working following statutory changes to Employment / employment relationship systems and processes.

## Relationships

* Offers feedback, challenge and coaching to people leaders to support their personal development.
* Mentors other staff within the People Group.
* Facilitates constructive relationships with appropriate union officials and external ER/HR providers.

## Project Management

* Where required leads the successful operation and delivery of complex ER/HR projects.
* Contributes ER/HR expertise to business projects as required.

## Teamwork

* Works with the Manager ER Consultancy to deliver on priorities and day to day work programme.
* Role models MSD Values and the Code of Conduct and demonstrates a collaborative and supportive approach to team members and colleagues.
* Shares information and ideas with the team and wider People Group.
* Operates within MSD operating policies and procedures.
* Takes action to continuously improve ER/HR business processes and team performance.

## Risk Management

* Identify any organisational risks and take action to minimise their impact.
* Effectively manage risks and establish and maintain a risk management framework.

# Embedding te ao Māori

* Embed Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Build 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

* Significant and relevant ER/HR experience in a NZ context with a focus on complex casework in large Public / State sector agencies or in other large and diverse employee relations environments.
* Demonstrated experience in managing, prioritising and resolving an ER/HR caseload.
* Experience at addressing Personal Grievance matters, at resolution meetings and at Mediation.
* Experience in mentoring, training and coaching at a variety of levels.
* Attention to details and deadlines; ability to manage multiple initiatives.
* Sound research skills, analytical thinking, planning, prioritisation and execution skills.
* Ability to lead and manage projects and deliver on deadlines.
* Demonstrated ability to develop and maintain effective work relationships, maintaining trust and credibility with people leaders and staff.
* Excellent communication skills, both written and oral, to suit a range of stakeholders.
* A tertiary qualification in Law, Employment Relations or Human Resources is desirable, but 5-7 years relevant and extensive experience in a senior ER/HR role is essential.

# Attributes

* Highly motivated and self-directed.
* Appreciation of all areas of HR and how to use ER/HR interventions.
* Manages conflict and remain calm in adverse situations.
* Pragmatic with well-developed with strong problem-solving skills.
* A high level of resilience and ability to adapt.
* Ability to engage with and influence senior leaders.

# Key relationships

## Internal

* Group General Manager People
* Director ER, Advisory and Remuneration and team
* Manager ER Consultancy
* Principal ER Consultant
* Senior Manager and People Leaders
* HR Business Partner team
* AskHR team
* Payroll

## External

* Government Departments / Agencies and other relevant agencies
* Lawyers and other specialist providers
* Union officials / Employee advocates as necessary
* HR professionals in both the public and private sectors

# Other

## Delegations

* Financial – No
* Human Resources - No **Direct reports - No Security clearance - No**

## Children’s worker - No

Overnight and local travel will be required

Must have the legal right to live and work in New Zealand

**Position Description Updated:** July 2024