

A wānanga provided in section 162(4)(b)(iv) of the Education Act 1989, is characterised by “teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuatanga Māori (Māori tradition) according to tikanga Māori (Māori custom)”.

### Advisor – Shared Services

<b>location</b>	<b>Uepū / Wāhanga</b> Department	Kiriwhanake
	<b>Takiwā / Rohe</b> District	
	<b>Wāhi Mahi</b> Location	Te Puna Manaaki
<b>Reporting &amp; remuneration</b>	<b>Whakatau ki</b> Reports to	Head – People Operations
	<b>Māka Pūtea</b> Salary Grade	Level 7
	<b>Māngai Pūtea</b> Financial Delegation	Nil
	<b>Wā Roanga</b> Tenure	As per letter of offer
<b>Stakeholders</b>	<b>Ngā Rōpu Whaihua</b> Functional Relationships	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Kiriwhanake Uepū</li> <li>• Te Wānanga o Aotearoa Kaimahi</li> <li>• Key stakeholders within Te Wānanga o Aotearoa</li> </ul> <p><b>External</b></p> <ul style="list-style-type: none"> <li>• Iwi/Hapū</li> <li>• External Stakeholders (Contractors and Suppliers)</li> <li>• Unions (TEU &amp; Tuia)</li> <li>• Government Agencies</li> <li>• Consultants</li> <li>• Partner Organisations</li> <li>• Relevant external agencies and providers</li> </ul>
<b>purpose</b>	<b>Pūtake Tūranga</b> Role Purpose	<p>Advisor – Shared Services provides effective, efficient and professional delivery of HR services to relevant stakeholders by operating as the first point of contact for line managers across the organisation.</p> <p>You will be responsible for coaching and advising managers and kaimahi on day-to-day operational HR functions, people initiatives and integrates these initiatives into Takiwā and Te Puna Manaaki operations and ensures that actions and decisions are carried out in alignment with HR best practices.</p>

## Key Performance Indicators

## Success Factors

### Generalist HR

- Support Takiwā and Te Puna Manaaki leaders in the implementation of Te Wānanga o Aotearoa wide people initiatives, change management projects and programmes
  - Support SME - Change on change management proposals for other uepū
  - Lead and manage any change proposals in relation to takiwā enrolment plan
  - Coach, advise and support leaders in undertaking day-to-day operational HR functions (i.e. Managing Performance, Parental Leave, leave eligibility and resolve basic disputes)
  - Manage and advise on changes to employment conditions (variation to employment)
  - Create opportunities to enhance the kaimahi experience through HR best practices
- Collaboration and teamwork is used to ensure support for Kiriwhanake and initiatives are implemented
  - Ensure accuracy and consider all elements for each change initiative across Te Wānanga o Aotearoa in conjunction with the Change Manager
  - Consider and minimise all risks associated with change considerations
  - Consultation process for takiwā enrolment plan is in line with appropriate timeframes and change process
  - Parental leave letters are accurate, and appropriate leave recommendations are sound
  - Any potential risks are mitigated
  - Positive relationships are created and maintained

### Advisory and Relationship Support

- Work with leaders and Kiriwhanake Subject Matter Expertise to identify and evaluate ad-hoc business strategic initiatives
  - Coach hiring manager's capability on generalist HR matters
  - Provide advisory support to Shared Services Coordinators
  - Subject matter expert providing advice to kaimahi and leadership
  - Provide a collaborative approach with People Service Wahanga with people services
  - Support all Kiriwhanake initiatives
  - Stay abreast to legislation, market trends, changes and improvements
  - Provide guidance and expertise to ensure that all HR functions, processes and procedures are carried out in compliance with HR best practice
- All request and issue raised are actioned appropriately and in a timely manner
  - Kaimahi receive professional, timely and quality support
  - Model proficiency in documenting processes and keeping up with industry trends

### Strategies

- Work with leaders and Kiriwhanake Subject Matter Expertise to identify and evaluate ad-hoc business strategic initiatives
  - Stay abreast to legislation, market trends, changes and improvements
  - Participate in the development and implementation of HR policies, processes and management tools across the range of HR management functions
- Recognised as an integral member of both the team who makes significant contribution.
  - Model proficiency in documenting processes and keeping up with industry trends

### Remuneration and Benefits

- Provide advice to kaimahi on Kiriwhanake Benefits, includes Health Insurance, Terminal and Death Benefits and referring complex request to Kiriwhanake Specialist
- Claims and benefits are actioned promptly in accordance with Te Wānanga o Aotearoa policy
  - Kaimahi/whānau are felt supported, with sensitivity and empathy when actioning terminal illness and death benefit claims.

- Support managers with allowance processes, providing appropriate advice

- Ensure appropriate sign off and recommendations are made with allowance process
- Calculations for allowances are accurate

## Role Outlines and Job Evaluations

- Create, amend and develop position description inline with role requirements and hiring managers
- Support hiring managers in Job Analysis Questionnaires
- Provide sound advice to managers on Job Analysis and Evaluations processes
- Liaise with hiring managers to understand position's expectations and requirements
- Provide solution focused approach to HR tools
- Distribute reporting to relevant stakeholders on people services initiatives

- Appropriate advice is given to managers and when developing and updating position descriptions
- Ensure no duplication of roles currently exist in Te Wānanga o Aotearoa
- Common trends and improvement opportunities are communicated to appropriate stakeholders, discussion is enabled and any recommendations (including proposed changes to processes) passed on to appropriate parties
- Reports are provided in a timely and appropriate manner

## Kaupapa Matua

Te Wānanga o Aotearoa has a unique history and operating context. Te Kaupapa Matua o Te Wānanga o Aotearoa tells our history, guides our future and shapes the unique identity of our wānanga. There is therefore an expectation that kaimahi;

- Actively familiarise themselves with Te Kaupapa Matua o Te Wānanga o Aotearoa and how this shapes and informs our actions
- Uphold Te Wānanga o Aotearoa Values and Te Kaupapa Matua o Te Wānanga o Aotearoa.

- Able to articulate the history, evolution and unique context of Te Wānanga o Aotearoa
- Actions of kaimahi are aligned with Te Wānanga Aotearoa values and Te Kaupapa Matua o Te Wānanga o Aotearoa.
- Values and Te Kaupapa Matua o Te Wānanga are applied in a manner that protects the mana of Te Wānanga o Aotearoa its vision, mission, and philosophy

## Kaimahi Experience

- Encourage and foster a productive environment that benefit all kaimahi.
- Effectively utilise technology and automation, when possible, to provide streamlined access to capabilities and insights that positively impact the day-to-day mahi.
- Support kaimahi experience and ensure that employees feel connected, empowered, well-informed and have great experiences at mahi.
- Stay abreast to current trends and developments to support and nurture kaimahi experience

- Kaimahi are listened to and valued when communicated with
- Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light

## Health and Safety

- Comply with all health, safety and wellness policy and procedures
- Recognise and address circumstances to prevent unhealthy or unsafe situations
- Perform any manual duties in a safe and responsible manner
- Report faults in accordance with policy
- Process risk management forms and health and safety issues accordingly

- Health, safety and wellness policies and procedures are adhered to and complied with
- Risk minimisation assessment is completed and any identified mitigation action taken
- Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures
- Faults are reported immediately to relevant personnel
- Forms are completed that accurately reflect risks and health and safety issues

## Other Duties

- Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications
- Undertake professional development as identified
- Attend hui kaimahi as requested
- From time-to-time all kaimahi are encouraged to engage in other activities outside their assigned duties, such as (but not limited to) setting up and attending pōwhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles
- Requests by the employer are undertaken
- Professional development is undertaken as agreed
- Hui are attended as required
- Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa

The employee shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.

The responsibilities and expectations outlined in this position description may alter as business needs change. In addition specific objectives and outcomes will be agreed to with the employee's manager on an annual basis at performance review.

## Person Specification

### Qualifications and Experience

#### Qualifications:

- Bachelor's degree in Human Resources Management

#### Experience:

- 5+ years experience in generalist HR function
- Experience working in a multi-site HR role would be of advantage
- Experience and sound knowledge of NZ Employment Law
- Experienced HR Generalist providing HR and ER advice to managers and supporting the business through change processes
- Can build effective relationships with all levels of the company
- Ability to influence and constructively challenge
- Deal effectively with conflict
- Self-managed and can take the initiative

#### Āhutatanga Māori:

- Willing to participate in cultural activities and motivated to develop an understanding of āhutatanga Māori values, culture and tikanga)
- Understands and uses basic te reo Māori phrases, mihi and greetings (TARM level 2 or equivalent qualification)
- Prepared to increase knowledge, understanding and everyday use of te reo and āhutatanga Māori and support other kaimahi in the same endeavour
- Embraces a Māori world view underpinned by the values of Te Aroha, Te Whakapono, Ngā Ture and Kotahitanga

### Technical Skills

*Are the specialised skills and abilities required for a particular role*

- Excellent written and oral communication skills
- Excellent relationship management skills
- Excellent coaching and influencing skills
- Sound understanding of relevant legislation, policies and procedures
- Sound understanding of strategy planning
- Understanding of the education / academic sector
- Intermediate user knowledge of Microsoft suite of applications (i.e. Outlook, Excel, Word, Power Point, MS Teams)
- Knowledge of current New Zealand employment law and HR practices

### Behavioural Skills and Attributes

*Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles*

#### Analytical Ability

Analyses, investigates and interprets data, issues and situations.

#### Attention to Detail

Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.

#### Co-operation

Works co-operatively as a member of a team, proactively sharing knowledge and information.

#### Drive for Results



Steers self and others to achieve or exceed results; overcomes obstacles; drives performance; and has personal commitment to excellence and a focus on attaining goals.

**Expertise**

Has the underlying knowledge and skills necessary to perform a particular type or level of work activity. Typically reflects career-long experience in the job or occupational area.

**Information Seeking**

Goes beyond questions that are routine or required in the job and can “scan” for potential opportunities or miscellaneous information that may be of future use.

**Initiative**

Is proactive and looks at improving current systems and processes, looks at things in new and better ways.

**Negotiating**

Explores alternatives to gain acceptance to ideas and reaches outcomes that gain the acceptance of most parties.

**Planning**

Accurately determines the length and difficulty of tasks and projects; sets clear, realistic and measurable goals; sets priorities and time parameters to accomplish tasks and projects, anticipates road blocks and develops contingencies to redirect tasks so momentum is maintained.

**Problem Solving**

Uses a combination of logic, analysis, experience, wisdom and advanced methods to make sound and timely decisions, and to solve problems. Solves difficult problems and creates effective solutions.

**Team Work**

Works collaboratively with a group of people, in order to achieve a goal.

**Technical Credibility**

Uses technical knowledge, expertise and skills to perform effectively within a specific area or function.

**Time Management**

Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.

