

Position Description	
Employment Agreement:	PSA National Health Administration Workers Collective Agreement
Position Title:	HR Support Hub Coordinator
Service & Directorate:	Human Resources, People, Culture and Technology Directorate
Location:	Dunedin/Invercargill
Reports to:	Manager HR Support Hub
Number of direct reports:	None
Date:	September 2023

Our Vision			
Better Health, Better Lives, Whānau Ora			
We work in partnership with people and communities to achieve their optimum health and wellbeing We seek excellence through a culture of learning, enquiry, service and caring			
Our Shared Values and Behaviours			
Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
<i>Looking after our people:</i> We respect and support each other. Our hospitality and kindness foster better care.	<i>Being sincere:</i> We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	<i>Best action:</i> We are thoughtful, bring a positive attitude and are always looking to do things better.	<i>As family:</i> We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.
Our statutory purpose			
<p>To improve, promote and protect the health of our population</p> <p>Promote the integration of health services across primary and secondary care services</p> <p>Seek the optimum arrangement for the most effective and efficient delivery of health services</p> <p>Promote effective care or support for those in need of personal health or disability support services</p> <p>Promote the inclusion and participation in society and the independence of people with disabilities</p> <p>Reduce health disparities by improving health outcomes for Māori and other population groups</p> <p>Foster community participation in health improvement and in planning for the provision of and changes to the provision of services</p> <p>Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility</p>			
Purpose of Job / Role Intent:			
<p>This role is responsible for assisting in the execution of people processes by providing coordination and administrative support to the Human Resources Function. It is concerned with the effectiveness and efficiency of the various HR/OD/Recruitment processes and practices. The purpose of the HR Support Hub is to be a shared resource which will receive and triage all HR Group and some payroll-related enquiries from internal and external customers, supporting stakeholders with seamless, consistent advice and the coordination of HR Group related services in achieving their deliverables.</p>			

- Provide first line of support for HR/OD/Recruitment services and queries within agreed timeframes and practices.
- Work collaboratively with a customer service mindset to contribute to the seamless delivery of end to end HR/OD/Recruitment service to the organisation.
- Provide Te Whatu Ora Southern Employment Documents to a high standard and be the point of contact for new, not yet started, employees and hiring managers to ensure on-boarding processes are completed in time and in full for employees' first days with Te Whatu Ora Southern.
- Act as a point of contact in the HR Support Hub service ensuring all Te Whatu Ora Southern employees (our customers) interacting with the HR Support Hub have their queries and requests resolved and needs met within agreed timeframes or by escalating any complex HR Group matters to the relevant HR/OD/Recruitment teams.

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at first answers.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organise people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Personal Learning	Picks up the need to change persona, interpersonal behaviour quickly; watches others for their reactions to his/her attempts to influence and perform; and adjusts; seeks feedback; is sensitive to changing personal demands and requirements and changes accordingly.

KEY RELATIONSHIPS	
Who (internal & external)	Why (purpose of communication) and How often?
General Managers and Directors	HR Support service delivery – ad hoc

Senior Managers & Leaders	HR Support service delivery – ad hoc
Hiring Managers	HR Support service delivery – Daily
Te Whatu Ora Southern staff	HR Support service delivery – Daily
HR/Recruitment/OD Team	HR Support Collaboration – Daily
Payroll Team	HR Support service delivery – Daily
Candidates	HR Support service delivery – Daily
Immigration officials/agents	Support and compliance on immigration related matters. Ad hoc
NZ Police	HR Support service delivery – Daily
Relocation service providers	As needed to support Recruitment Manager
Recruitment agents/consultants	As needed to support Recruitment Manager
Person Specification	

The expertise required to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> NCEA Level 3 or equivalent Studying towards People management / HR qualification would be advantageous. 	<ul style="list-style-type: none"> Training in computer software and applications. Tertiary certificate, diploma or degree qualification in Human Resources, Business or related discipline or equivalent experience.
Experience	<ul style="list-style-type: none"> At least 2 – 5 years professional administrative or coordination experience, in an HR, Recruitment or payroll setting is preferred Customer service experience Demonstrated experience in adapting to time critical demands, including ability to manage workload and priorities 	<ul style="list-style-type: none"> Experience with an HRIS, Candidate Management or payroll system Experience with data, analytics and reporting.
Knowledge and Skills	<ul style="list-style-type: none"> Working knowledge of Human Resources, general principles of employment relations and employment legislation, and privacy. Computer literate with experience using online resources/tools Proven organisational skills including strong attention to detail Pro-actively networks and maintains contact with staff at all levels of the organisations, stakeholders, suppliers and external agencies both on a formal and informal basis. Takes responsibility to establish contact 	<ul style="list-style-type: none"> Experience preparing people-related dashboards, regular reporting to support decision making.

	and build relationships with key people.	
Personal Qualities	Personal Qualities: <ul style="list-style-type: none"> • Self-starter with “can-do” attitude, ability to inspire and influence others to action. • Flexible Team player • Ability to foster and maintain excellent relationships. • Enquiring mind, pursues continuous improvement. • Balanced outlook that lends to fast, pragmatic decisions and actions based on sound judgement • Holds self and others accountable • Appreciates and values diversity • Ability to move between big picture and detail – potential in operational and strategic agility. • A positive contributor with good self-awareness and an interest in lifetime learning. 	

Key accountabilities	
Core Elements of Job	Key Performance Indicators
Process Efficiency and Organisational Compliance	
Supports the effectively running of HR/OD/Recruitment related processes, procedures, and related activities.	Children’s Act (CA) clearances <ul style="list-style-type: none"> • CA checking required for both new and existing employees rechecking under the Children’s Act is tracked, reported, and completed accurately and in full. • Coordinate, submit & record CA clearances for new employees and unpaid workers (volunteers, visiting clinicians). Monitor CA clearances and raise any positive results for review by authorised persons. Annual Practising Certificates (APC) <ul style="list-style-type: none"> • Workforce APC currency is monitored with expired APCs reported by identifying exceptions and checking with the appropriate Registration Board and/or their online Registers. Managers are advised of expired/about to expire APCs Work Permit checks <ul style="list-style-type: none"> • Regular monitoring of employee Work Permits enables the reporting and management of expired Work Permits by identifying exceptions and checking with the NZ Immigration online Register. Managers are advised of expired/about to expire work permits.
Providing HR Group Tier 1 Service Delivery	
To provide an effective and efficient Tier 1 HR Group Service Delivery.	<ul style="list-style-type: none"> • Understands HR/OD/Recruitment processes, highlights any inefficiencies, and recommends corrective actions to be implemented. • Plays a key role in the implantation and execution of solutions within agreed work plans and timelines. • Knows and understands HR Group policies, processes and systems and communicates these effectively. • Advises on correct application and intent of HR group policies, processes, and systems.

	<ul style="list-style-type: none"> • Regularly reviews work against compliance and required objectives and standards • Direct employees with the correct route to take with more complex HR Group issues • Complete purchase orders in a timely manner • Order stationery, stores, and equipment as necessary • Working closely and collaboratively with various HR/Recruitment/OD teams to provide and enable a seamless Recruitment and On-boarding service for the organisation. • Receive and respond to first line enquiries relating to HR group processes e.g. hiring, onboarding, employment terms and conditions etc. • Coordinates recruitment candidates, hired/not yet started and other employment related processes and procedures - the receipt, tracking, liaison with submitters and the approval steps necessary to effectively process all HR/Recruitment/OD requests received within agreed timeframes. • Manage digital employee files. • Support the transition from manual to online request forms. • Liaise with preferred candidates and hired, not yet started employees ensuring that all essential documentation is received before a new starter commences work with Te Whatu Ora Southern. • Liaise with external agencies as required. Updating personnel files and records accordingly. • Provide acknowledgement of requests for Parental Leave approval letters, to employees ensuring employees and managers have all necessary documentation. • Check entitlements of employees/new hires according to their employment agreements/contracts, policy, and against regulations and action where required for requests including, <ul style="list-style-type: none"> Relocation Assistance Long Service Leave Parental Leave Gratuities Salary changes Higher Duties and other Allowances SMO Remuneration Schedules • Manage the Exit Survey process for terminating employees, either via an online process for soon to depart employees or by a manual process for already departed employees. Generate results, analyse and report Exit Survey data for trends and improvement opportunities at monthly HR group meeting • Coordinate HR Letters and processes relating to MECA/SECA & IEA implementations including Bargaining Fee Ballots and annual Remuneration reviews. • Maintain and recommend update requirements for the HR Support Hub Docs database content.
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askHR and HR Group Queries	
To provide a Tier 1 Support to the managers and staff of Te Whatu Ora Southern in all HR Group and Payroll Queries	<ul style="list-style-type: none"> • Provide a Tier 1 telephone, email, and face-to-face support for Te Whatu Ora Southern's HR Support Hub service and take ownership of resolving enquiries until they are closed. • All enquiries are acknowledged and logged within the Tracker system and followed through to resolution from the customers' perspective, in line with agreed timeframes. • Issues are resolved as they arise, or are escalated through appropriate channels as required. Customers are advised of progress towards resolution and query closure occurs from the customer perspective. • All customers are treated in a professional and respectful manner and made to feel supported. • Consultation on more complex enquiries may result in ownership of that query being allocated to someone outside of the HR Support Hub team. • Feedback loop into the business includes HR Partnering and Management colleagues being informed of individual or service issues in their directorates that may require wider HR guidance. • HR Support Hub calls are analysed for improvement opportunities. Tracker data and HR Support Hub insights are used to provide a feedback loop to the business.
Data Integrity	
Maintenance of HR systems to ensure all systems are accurate, timely and relevant	<ul style="list-style-type: none"> • Data entered into all relevant Te Whatu Ora Southern systems is accurate, timely and relevant. • Documents/reports prepared for others are complete and accurate and meet agreed timeframes. • A system is in place to manage and track leave encashment, gratuities, resignation letters, parental leave applications which supports managers in their decision making. • All employee records and Te Whatu Ora Southern information is maintained with the highest levels of privacy, integrity and completeness. • Consistency in information management practices improves the ease of information capture and access.
Customer Service	
Provide excellent customer service in delivering effective and efficient HR Group services.	<ul style="list-style-type: none"> • Understands the typical HR/Recruitment/OD needs of the organisation and can communicate and advise on the relevant HR Group service to address needs. • Able to direct customers to correct team for support. • Correctly identifies customer needs • Is responsive to customer queries, needs and challenges • Keeps customers informed of progress

	<ul style="list-style-type: none"> • Pro-actively engages with customer through direct communication or face to face meetings • Builds effective working relationships with team and networks • Pro-actively engages with employees through informal interaction, information sharing and providing general HR/Recruitment/OD advice • Translates employee issues into possible risks and advises relevant stakeholders accordingly. • Explains rationale and provides perspective on projects, procedures, and policies. • Build customer relationships to understand needs.
Health Safety and Wellbeing	
Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with Te Whatu Ora Southern's Health, Safety and Wellbeing policies, procedures and systems.	<ul style="list-style-type: none"> • You understand and consistently meet your obligations under Te Whatu Ora Southern's Health and Safety policy/procedures. • You actively encourage and challenge your peers to work in a safe manner. • Effort is always made to strive for best practice in Health and Safety.
Living Te Whatu Ora Southern Values	
Proactively demonstrating Te Whatu Ora Southern values in all aspects of the role.	<ul style="list-style-type: none"> • Demonstrates behaviours that we want to see from each other at our best. • Contributes positively to a culture of appreciation, a learning culture where people feel safe to speak up. • Contributes positively to team and other initiatives that seek to improve patient and Whanau experiences and/or staffs experiences of working.
Other Duties	
Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.	<ul style="list-style-type: none"> • Responds positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. • Produce work that complies with Te Whatu Ora Southern processes and reflects best practice. • Research undertaken is robust and well considered. • Accountability for own continuous learning and development.
Treaty of Waitangi	
Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work

	<p>hard to remove barriers of access to health and education.</p> <ul style="list-style-type: none"> • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.
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Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date