

POSITION TITLE:	HR Coordinator		
GROUP:	Corporate Services	SECTION:	HR
REPORTS TO:	HR Lead		
RESPONSIBLE FOR:	N/A		
FAMILY:	OS8	GRADE:	12
DATE REVIEWED:	November 2024		n/a

HBRC STRATEGY

Our Vision:

We want a healthy environment and a resilient and prosperous community.

Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

POSITION SUMMARY

The HR Coordinator oversees the coordination of all human resource (HR) processes and activities carried out by the HR team, which includes two generalist advisors. This role offers comprehensive support across a broad range of HR functions, ensuring smooth, efficient operations while adhering to organisational policies, local government regulations, and employment legislation. Key responsibilities span recruitment, onboarding, HR administration, compliance, employee engagement, and learning and development initiatives. The HR Coordinator also supports team operations, playing a crucial role in delivering consistent, high-quality HR services across the organisation. Strong communication skills (both written and oral), exceptional administrative abilities, and the capacity to build effective relationships across teams are essential to success in this position.

In this dynamic and varied role, adaptability and a proactive, can-do attitude are key, as tasks and priorities can shift daily. The HR Coordinator is instrumental in ensuring the HR team meets its objectives while maintaining professionalism, confidentiality, and excellence in service delivery.

GROUP AND TEAM GOALS:

The HR Team provide many roles and functions to Hawke's Bay Regional Council, a summary of which is below:

- Providing insight and expertise that allow our people and HBRC to be successful.
- Understand the organisation and apply business acumen to understand where HBRC is going and to actively contribute to discussions.
- Ensure managers and staff have confidence in the team's capability to match valued solutions to needs.
- Build culture including a safe and trusted environment where HBRC people can thrive.
- Be proactive about HBRC talent needs today, while focusing on the long-term strategic need.
- Mitigate risk to HBRC to ensure the wellbeing of our teams and stakeholders.
- Ensure appropriate staff policies and best practices are in place related to HR matters.
- Align staff policies with organisational needs and values.
- Ensure a sound recruitment process is in place and utilised appropriately.
- Champion the development of leadership incentives and HR 'best practice'.
- Develop and maintain an effective and appropriate remuneration process and associated policies.
- Monitor and make recommendations to promote and maintain a positive culture throughout the organisation.
- Deal with industrial issues requiring HR intervention.

JOB SPECIFIC ACCOUNTABILITIES

There are a broad range of HR functions so as coordinator you will need to be across all of them in one form or other. We have highlighted the main tasks in each area below but there may be other tasks as required.

Recruitment and Onboarding

- Coordinate and support the end to end recruitment process including assisting with drafting and posting job advertisements, arranging interviews, and liaising with hiring managers, assist with conducting interviews where necessary, finalising contracts etc.
- Manage the HBRC onboarding process, including document management, booking inductions, and ensuring new employees to Council have the support and information required for their role.
- Maintain accurate records of recruitment activities, candidate communications, and compliance with policies.

HR Administration

- Take responsibility for set up and maintenance of employee personnel files, PDP files, employment sets and personal details in HBRC systems. Ensure accurate and up to date information at all times.
- Assist with payroll preparation by gathering information on attendance, leave, and other employee-related data.
- Support in processing employee benefits, leave applications, and changes in employment conditions.
- Assist the HR team with specific requirements related to their responsibilities, for example preparing documentation/spreadsheets in relation to the annual performance and remuneration process, staff changes, and exit documentation.

Compliance and Reporting

- Working alongside the advisors, ensure compliance with relevant employment legislation and organisational policies and processes for all HR activities, as well as ensuring all our documentation is up to date.
- Respond to enquiries from staff and managers where appropriate and within your delegation. Provide guidance around policy and procedure, support staff to access information they need in their roles and escalate more complex issues to the advisors.
- Assist with the preparation and maintenance of all HR reports as required by management, Council and team.

General HR and Team Support

- Take responsibility for managing the teams' purchase orders and requisition for services in TechOne. Ensure accounts/invoices are accurately coded and described for approval.
- Effectively manage the hr@hbrc.govt.nz email inbox for the team, ensuring accurate and timely responses and referring on to other team members as appropriate.
- Participate in team meetings, contributing to the continuous improvement of HR processes and services.

- Assist with ad-hoc HR tasks and projects as required.

Communications

- Support the use of CultureAMP (our survey platform) across the organisation, maintain the employee data for this platform so that it is up to date.
- Coordinate regular People and Capability updates via internal communication methods, our intranet and our internal staff newsletter 'Snappy'.
- Maintain our internal hubs on SharePoint for our different stakeholders including our people leaders, all staff and our team.

Offboarding

- Lead the Exit process including documentation for exiting staff.
- Analyse staff exit surveys to understand trends and work with the advisors for suggested actions.

Learning and Development

- Assist with identifying training needs and coordinate training programmes and workshops for staff, including booking of venues and catering as required.
- Maintain training records and ensure that all staff meet agreed training requirements.
- Support the development of internal learning and development resources.
- Create and maintain reports and databases for learning and development for all staff.
- Support and where appropriate, lead, the facilitation of internal learning and development programmes.

FUNCTIONAL RELATIONSHIPS

Internal

- HR Lead
- Team members
- Managers and Team Leaders
- General Staff
- Staff Support Group
- Staff Unions

External

- Survey companies e.g. CultureAmp
- Insurance and Benefits partners
- Consultants and contractors including training organisations.
- Government agencies and departments and local authorities
- Technical and legal professionals

COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise. This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved.
- Customers are satisfied with responses to written or verbal requests for information.

CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your manager.

- Showing a strong team commitment, as indicated by peer feedback and your manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

PERSON SPECIFICATION

Minimum academic qualifications required:

- A relevant tertiary qualification, or significant experience in a similar role/field. Valid NZ driver's licence required.

Skills and Experience

- Previous experience in an HR Coordinator or Administration role desired.
- Excellent communication skills – both written and oral. Comfort/confidence speaking in front of others e.g. facilitating induction sessions an advantage.
- Strong organisational and time-management skills and abilities.
- High attention to detail and accuracy in record keeping and reporting.
- Highly proficient across all Microsoft products, especially MS Word, Outlook and Excel. This includes the ability to write to a standard suitable for a corporate work environment as well as the ability to proofread and format documentation to ensure professional presentation.

- Experience in maintaining spreadsheets, collating data, undertaking data analysis and manipulation, and assisting with developing presentation material for others.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Experience working in an environment where confidentiality is paramount, and ability to handle sensitive and confidential information with discretion and professionalism.
- Experience with MS Teams and SharePoint would be an advantage.
- Experience using HRIS Systems and processes would be an advantage.
- Experience in applying and referencing policies and employment agreements to resolve enquiries is desirable.
- Previous experience working in a local government or public sector HR environment is desirable.

Personal Attributes

- Exceptional attention to detail and ability to complete allocated work to a high standard.
- Ability to use initiative and problem-solving skills to resolve enquiries within delegation.
- Exceptional customer service and a passion for solution focussed outcomes.
- Ability to clarify objectives, identify key issues, consider all perspectives, and evaluate.
- Proactive and self-motivated.
- Ability to anticipate change, remain flexible and be innovative.
- High level of resilience to manage challenging and varied workload including ability to focus and finish tasks.
- Ability to work collaboratively as part of a team to achieve both team and organisational objectives.
- An ability to communicate effectively to convey and interpret data/information.
- Awareness and desire to make the work environment for the team effective and efficient.
- Able to learn new processes and identify potential improvement opportunities.
- Seeks help when needed and confident enough to speak up as part of the team.
- Dedicated and takes responsibility and accountability for the delivery of any work assigned.
- Kind, caring, respectful, hardworking, and fun.
- A high level of courtesy and listening skills.

Awareness

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

CHANGES TO JOB DESCRIPTION

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

Acknowledgement

I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.

Employee Signature

Date

Printed Name