

Position Description

Position Title - Ingoa Tūranga

People Adviser (401172, 402997)

Group - Puni

People and Operations

Division - Tānga

People Division | Kura Tangata

Reports to - Menetia

Team Manager People Advisory and ER

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi and te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community and guided by the core principles and values of the public service in our work.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

The People Adviser provides people related advice and support to leaders, managers, and employees onshore and offshore on people management matters, including responsibility for and coaching leaders on people best practice and activities that impacts creating a high-performance culture and great employee experience.

The role is responsible for building enduring relationships with our internal customers, often at a distance, contributing to the implementation of our people priorities and policies, and supporting and advising on cyclical people processes. The role also supports the delivery and implementation of our people projects and programmes of work.

This position may participate in MFAT emergency responses as required. This may include work outside of normal hours.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Deliver exceptional people advice and support

- Provide advice and support in relation to general queries from Ministry staff and staff employed at post (SEP), ensuring all queries are responded to and dealt with efficiently and effectively, redirecting inquiries to subject matter expertise where required.
- Provides timely, high-quality, consistent coaching, advice and support on all aspects of people management to leaders, including performance management, employment relations, remuneration, recognition and rewards.
- Provide advice and guidance to assist people managers in following MFAT people frameworks – minimising risks and issues and optimising the capabilities of their people.
- Support the implementation of the People & Operations Group's vision and strategy.
- Interpret policy and procedures consistently and objectively.
- Work with managers to ensure compliance with all MFAT People policies and procedures, and legal requirements by helping people leaders understand their people related risks and how to effectively manage them.
- Contribute to the development of initiatives and improvements to current HR practices, employment practices, policies and procedures.
- Contribute to the delivery of successful end to end change management processes.
- Providing coaching, advice, and guidance to support managers to actively manage and work through performance issues, ensuring a range of solutions are explored and managers understand the level of risk involved in each course of action.
- Coach and advise managers through formal performance improvement processes and management of all disciplinary processes, driving all matters through to conclusion, in consultation with the Team Manager and HR Business Partners.
- Peer Review employee documentation to assess quality, accuracy, legislative compliance and manage risks from a People perspective, but seeking subject matter expertise where required.
- Work in partnership with the wider PEP team to ensure managers are supported to work through ER issues.
- Maintain awareness of current, pending and new legislative developments related to employment, and keep up-to-date in HR best practice.

Act as a trusted adviser

- Build effective relationships with people leaders and managers becoming trusted advisers so as to influence the execution of their people management responsibilities.
- Maintain regular proactive contact with the leaders and managers to ensure awareness of new initiatives, changes or issues at an early stage.
- Access expertise from specialists with the wider People and Leadership team to ensure that the advice, support and solutions provided to managers are considered best practice and consistent with the People Strategy.
- Coach People Coordinators to build capability in this area.

Individual leadership and team contribution

- Identify opportunities for process and system improvements and work with the team to implement these as appropriate.
- Proactively share information and knowledge across the People function supporting the alignment of teams to provide quality and consistent service.
- Contribute to a collaborative culture, shared commitment and achievement of outcomes to the direction of the People Group.
- Contribute to building a high performance and development focused culture in the People Division.
- Contribute to building the People brand and profile of the Business Partnering Unit.
- Proactively identify opportunities for sharing information and learning.

Manage key relationships

- Develop trust and credibility with leaders, managers, and employees.
- Work collaboratively with the others in the Business Partnering Unit to ensure our people leaders and employees receive timely and high quality practical and operational HR advice and support.

- Develop partnerships and strong working relationships with a wide range of stakeholders and networks across the Ministry, in the public sector generally, and with suppliers.

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others
- Participate in Ministry-wide projects and emergency responses as required.
- All other duties as reasonably requested by the employer.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The People Adviser will have the following qualifications, experience, skills and knowledge:

Qualifications:

- Degree in Human Resources, employment law, or an equivalent qualification from a related field; or equivalent level of experience working in a ER/HR role.

Experience:

- Demonstrated expertise in Employee Relations.
- Knowledge and understanding of people policies, processes and systems.
- Proven track record of building strong relationships with stakeholders at all levels.

Skills and knowledge:

- Excellent oral and written communication skills with the ability to convey information logically and concisely to a broad range of people.
- Sound risk assessment capabilities.
- A Customer centric mindset and approach to problem solving.
- Inclusive and adaptive working style and the ability to influence and develop trust and credibility with key stakeholders.
- A growth mindset and perpetual learner.
- Ability to work with staff from all levels of the organisation.
- High levels of self-awareness, agility, and resilience.
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga

The People Adviser position is required to build and maintain the following relationships:

Within the Ministry:

- Chief People Officer (DM People Division)
- Business Partnering Unit
- People Leadership Team
- People Division
- People Managers
- Employees

Outside the Ministry:

- Public Services Commission
- Other government departments and agencies
- NZ Inc Agencies

Delegations - Whakatautapatanga

- The role is responsible for the management of nil direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must be able to obtain and maintain an appropriate New Zealand Government Security clearance.
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References

- **Ministry's Strategic Intentions**

Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>