

Position Description

Position Title - Ingoa Tūranga

People Coordinator (401246, 401228, 401312)

Group - Puni

People and Operations

Division - Tānga

People Division | Kura Tangata

Reports to - Menetia

Team Manager AskHR

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 Coordinator is responsible for providing timely, consistent and high-quality specialised people advice and support and people process administration. This role is responsible for being a first point of contact for general queries from Ministry staff and staff employed at post (SEP) and ensuring our customers (leaders and employees) have a great experience.

The People Coordinator supports the delivery of the Ministry's people-related initiatives and programmes of work by collaborating within the wider people team to ensure seamless delivery of the People Strategy, focusing on customer service, and committing to continuous improvement.

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 HR administrative support

- Provide administrative and coordination support to the Partnerships and Delivery Team and across the wider People Division activities, processes and systems to ensure the Division delivers on its programmes of work, operates effectively and delivers timely services to its customers.
- General People process administration, advice and support, including but not limited to:
 - acting as first point of contact for queries from managers and employees on leave, pay, and HR policies and processes, providing advice and guidance on these queries, ensuring all are responded to and dealt with efficiently and effectively and escalating or redirecting to subject matter expertise where required;
 - triaging the Ask HR mailboxes and new Global Service Portal tickets and coordinating the response, ensuring the right advice and support is provided at the right time;
 - preparing employee documentation, including employment agreements, variation to employment agreements, letters of offer, etc.;
 - supporting recruitment and onboarding functions, ensuring new employees have a great experience throughout and are enabled to succeed from day one;
 - setting up employees and contractors in the HRIS.
 - working in partnership with the broader People Division to support and deliver cyclical and operational processes and projects where required (e.g. postings and rotations rounds, and remuneration reviews);
- Updating and maintaining people and position data as required, understanding and adhering to HRIS procedures to ensure the Ministry maintains a high level of people data integrity. Communicate these procedures to stakeholders as required.
- Coordinate responses to key external compliance processes.
- Operate an effective bring-up system to follow-up and process future changes.
- Ensure staff personnel files are maintained and up-to-date, ensuring all employment documentation can be found efficiently as needed, providing the required audit trail.
- Check that approvals have the right level of delegated authority and are consistent with legal, contractual and policy provisions.
- Provide input on updates to employment agreement and variation templates to ensure they remain fit-for-purpose.
- Assist with the recruitment and induction processes for both staff and contractors across the Ministry.
- Peer-review work where appropriate to ensure it meets compliance and quality standards.
- Manage small projects from time to time as required.

Provision of advice on terms and conditions of employment

- Investigate and research matters related to the application of terms and conditions of employment.
- Interpret policy and procedures consistently and objectively.

Individual leadership and team contribution

- Identify opportunities and contribute to the development of initiatives and improvements to current HR practices, policies and procedures, and process and system improvements, and work with relevant stakeholders to implement these as appropriate.
- Provide feedback on AskHR knowledge base and process/system guides to ensure they remain fit for purpose.
- Proactively share information and knowledge across the People Division, 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 Division.
- Contribute to building a high performance and development focused culture in the People Division.
- Contribute to building the People Division brand and.
- Proactively identify opportunities for sharing information and professional development.

Customer Service

- Contribute to setting the desired standards for service, maintain the highest levels of customer service personally and contribute suggestions to improve the team's customer service.
- Communicate with staff and overseas posts on a range of people-related matters as required, including CABTS and RTNZ Advice.
- Resolve any complaints effectively and efficiently to ensure confidence in the quality of the AskHR service.
- Ensure that the service provided is responsive, timely and highly accurate.

Manage key relationships

- Resolve enquiries wherever possible, escalating to the Business Partnering team, and others, where appropriate.
- Establish a strong working relationship across the People Division – in particular, with the Business Partnering team and People Division Leadership.
- Develop and maintain excellent professional relationships and effective networks both internally and externally to the Ministry.
- Proactively develop trust and credibility with leaders, managers, and staff.
- Work collaboratively with others in the People Division to ensure timely and high-quality People advice and support.
- Proactively develop partnerships and strong working relationships with a wide range of stakeholders and networks across the Ministry, in the general public sector.

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 Coordinator 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 an HR administration or coordinator role.

Experience:

- Demonstrated expertise in providing high-quality and timely people-related support.
- Knowledge and understanding of people policies, processes and systems.
- Proven track record of building strong relationships with stakeholders at all levels.
- Experience working with HR and/or Payroll systems (desirable).

Skills and knowledge:

- Well-developed organisational skills, including ability to prioritise tasks effectively, and strong attention to detail.
 - Good numeracy skills.
 - Excellent oral and written communication skills with the ability to convey information logically and concisely to a broad range of people.
 - Analysis of people policies and processes, and ability to communicate interpretations effectively to stakeholders.
 - Basic understanding of HRIS systems (desirable).
 - Basic understanding of payroll processes (desirable).
 - Expert in Microsoft Office suite, including Outlook, Word and Excel.
 - A customer centric mindset and approach to problem solving and the ability to anticipate issues.
 - 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 build and maintain effective relationships and work with people from all levels of the organisation.
 - Demonstrates a high level of self-awareness, agility, and resilience.
 - Demonstrates integrity, discretion and an ethical approach.
 - Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.
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Relationships - Pātahitanga

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

Within the Ministry:

- Chief People Officer (DM People Division)
- People Operations and Insights team
- Business Partnering Team
- Wider People Division
- People leaders
- Staff in all Ministry Groups – onshore and offshore
- Group Business Managers

Outside the Ministry:

- Public Service Commission
 - Other government departments and agencies
 - NZ Inc Agencies
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Delegations - Whakatautapatanga

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