

JOB DESCRIPTION December 2024

Title & Reporting Relationships

Position Title:	Te Kaitohutohu Pūmanawa Tangata, Human Resources Advisor
Grade:	SP 15
Reports to:	Manager Human Resources Service Delivery
Direct Reports:	Nil
Delegated Authority	Financial: Nil

Purpose of the Group and the Position:

The People and Capability (P&C) Group, comprises:

Human Resources Service Delivery, Health, Safety and Wellbeing, Organisational Development, and Payroll, Reporting and Insights.

P&C is responsible for providing the strategic management and robust effective operation of human resources, health, safety and wellbeing, payroll, reporting and insights, and organisational learning and development functions, in compliance with relevant legislation and in accordance with Kāpiti Coast District Council's (The Council) policies. Through collaboration the team provides support across the organisation, cultivating a thriving and dynamic culture by supporting the development and wellbeing of people through strategic talent management and support services.

The **Human Resources Service Delivery (HR Service Delivery) team** works across councils wide ranging functional areas to provide exceptional HR leadership, advice, support and guidance to senior leadership, people leaders and our people.

The HR Service Delivery team partners with all levels of to manage employee relations, talent acquisition, workforce planning, performance management, reward and recognition, and change management. By embedding effective and strategic HR practices and frameworks, the team ensures that the Council's workforce is aligned with business objectives, driving continuous improvement and fostering a people-centred environment.

KEY RELATIONSHIPS

This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:

- Internal Customers:**
- Manager Human Resources Service Delivery
 - Group Manager People and Capability
 - People & Capability Group
 - Business Partners HR
 - People Leaders
 - All kaimahi
- External Customers:**
- HR Professionals and Service Providers
 - Unions
 - Other local government HR teams

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of a local authority.

Functional Key Requirements

The Human Resources (HR) Advisor role is a trusted advisor who partners with people leaders. They provide a full range of high-quality HR advice, expertise and support for the effective implementation of business group people plans and practices. This role works across a portfolio model at the Council and supports the Business Partner HR and across the P&C Group to deliver improved outcomes for their business groups.

This role will work both independently, but in collaboration with the Human Resources Business Partner HR to provide a range of generalist operational services including advice to people and people leaders, and support across the employee lifecycle.

With coaching and guidance as required this role will support and contribute to:

- Develop relationships with people leaders and influence the organisation to ensure people are the priority, through implementation of innovative and pragmatic service delivery.
- Assist with the delivery and implementation of identified people initiatives, projects, services and continuous improvement activities.

The role reports to the Manager Human Resources Service Delivery.

What you will do:

HR Advisory

- Build effective relationships with a diverse group of stakeholders to enhance HR service delivery across council.
- Provide generalist HR support to people leaders, ensuring service delivery standards and expectations are met. Have a clear understanding of the New Zealand employment legislation, the Councils employment agreements, policies and procedures.
- Support the Business Partner HR team to deliver the people strategy, workforce plans and initiatives across business groups within assigned portfolios.
- Develop and maintain a sound understanding of the business groups, and their business objectives, challenges, risks and HR indicators (such as workforce model, core roles) to support the Business Partner HR and respective portfolios.
- Leverage own experience and insights to support the Business Partner HR problem solve and recommend solutions for assigned portfolios.
- Assist in building capabilities of people leaders in HR practice through providing effective guidance and support across all people activities including discipline, grievances, performance management, change management, workforce management, recruitment and selection, induction, remuneration, recognition and reward and leadership development.
- Support people leaders across assigned portfolios to deliver on their diversity and inclusion priorities.
- Participate as a core member of the HR Service Delivery team, assisting with projects, activities and day-to-day P&C functions as required to promote organisational and HR effectiveness.
- Collaborate with the wider P&C team to support key group objectives and share relevant information.
- Work with the team to enable effective implementation of the Council's H&S initiatives, return to work programmes and wellbeing initiatives.

HR Frameworks and processes

- Support the delivery of P&C initiatives that foster leadership, capability, people-centred culture and organisational performance.
- Support the delivery of people related frameworks (including Te Ao Maori), methodologies and tools across the business.
- Ensure HR processes are consistently delivered to a high standard, enhancing the employee experience and promoting a safe, healthy and thriving work environment, whilst balancing the responsibility within our parameters.
- Identify opportunities to improve HR processes and service delivery that will positively transform the way we work.
- Contribute to the review, development and implementation of optimised HR systems, policies, processes and practices to ensure they are effective, fit for purpose.
- Build understanding and awareness of the suite of HR reports available for each business group within assigned portfolios and partner with the Business Partner HR to ensure the HR data and insights is well understood and utilised to enable better business group decision making.
- Build awareness of how the HRSD function affects payroll and have a broad understanding of the payroll system and processes.

Organisational Development

- Collaborate with the P&C team to develop knowledge and understanding of the significance of strategic HR tools or HR focused OD programmes that are available to support staff and people leaders.
- Support the Business Partner HR in rolling out the annual engagement survey process and ensuring results are communicated back to the business.
- Support the Business Partner HR in working with people leaders to develop action plans based on survey results to drive culture change where required.
- Develop sound understanding and knowledge of the performance planning process and remuneration cycle to ensure people leaders understand their roles and undertake effective regular conversations with their people including mid-year and year-end performance conversations.

Talent Acquisition and Talent Management.

- Assist and lead people leaders in the end-to-end recruitment process to build capability and demonstrate council's employee value proposition.
- Provide best practice recruitment advice and support to help meet workforce and people plans.
- Support the HRBP in embedding talent management and succession planning frameworks ensuring career pathways are available for kaimahi.

Reward and Performance

- Assist the HR Service Delivery and Payroll Reporting and Insights team with the management and coordination of the annual pay and performance review processes.
- Build knowledge and understanding of Council's remuneration structure and job sizing process.
- Partake in the job evaluation process and contribute to the job evaluation team.

Employee Relations

- Identify complex employee relations enquiries and escalate these to the appropriate Business Partner HR for resolution.
- Manage employee relations cases, particularly performance and low-level disciplinary issues with the guidance of the Business Partner HR.
- Assist the HR Service Delivery team with resolving disciplinary, grievance or relationship breakdown matters, including document preparation and note-taking.
- Assist the HR Service Delivery team with the development and management of Performance Improvement Plans (PIPs) for staff with performance or behaviour issues.
- Build knowledge of mediation and Employment Relations Authority (ERA) processes.
- Develop an understanding of the collective bargaining process.
- Develop strong working relationships with employees' representatives, and union delegates and organisers.
- Assist in embedding core people management capability within the business group.

Risk Management

- Develop a good understanding of different HR related risks and their potential impacts and mitigation strategies.
- Maintain compliance with HR policies, procedures, and legal requirements by helping leaders understand their HR risk and how to effectively manage them.
- Assist in identifying HR risks and propose approaches to mitigate them.
- Escalate significant issues or risks to either the Business Partner HR, or Manager HR Service Delivery.

There is an expectation that the role accountabilities may evolve over time. You may also be involved in other activities as part of a career and development plan. These will be reflected in your performance and development goals that are set in discussion with your people leader.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective working relationships with all stakeholders, ensuring that guidance and advice complies with Councils policies, employment agreements and New Zealand Legislation.
- Demonstrates curiosity by actively seeking to understand new concepts, exploring innovative solutions, and continuously asking insightful questions to drive personal and team growth.
- Contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the Council as a whole.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying workplace risks and hazards and using appropriate safety equipment. This includes, but not limited to, demonstrating the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment.
- Reporting any risks and/or hazards you become aware of in the workplace.
- Observing all safety policies, procedures, and precautions, including wearing and using the protective clothing and equipment
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours.
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work-related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience	
Qualifications	<ul style="list-style-type: none"> • Relevant tertiary qualification in Human Resources, and/or equivalent work experience.
Experience and Knowledge	<ul style="list-style-type: none"> • Demonstratable knowledge and experience in: <ul style="list-style-type: none"> - Working as an HR practitioner in a busy and hands-on customer facing service delivery environment - Providing excellent service delivery to a diverse group of customers - Employment Relations processes and requirements - Recruitment processes and practices - Applying HR policy and procedures in the workplace - Workplace health and safety requirements - Providing proactive and pragmatic advice - Networking with the ability to engage, leverage and influence. - Able to deal with ambiguity and find workable solutions. - Demonstrates agility and resilience. - Comfortable working in the grey - Comfortable with managing employer/employee expectations when having to push back. • Sound knowledge of contemporary HR and OD principles and practices, including knowledge of current New Zealand employment legislation. • Exceptional written and oral communication skills • Strong level of knowledge and competence of Microsoft Office applications. • Demonstrated commitment to the principles of Te Tiriti o Waitangi and an awareness of Māori perspectives and issues relevant to Māori or/knowledge of tikanga Māori and an awareness of Māori perspectives. • Holder of a current and valid NZ Drivers' licence.
OTHER INFORMATION	

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Te Tiriti o Waitangi

Kāpiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organisational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.