

## Position Description

|   |  |
|---|--|
| <b>Position Title:</b>                          | <b>People and Culture Administrator</b>                          |
| <b>Reports To:</b>                              | People Lead  |
| <b>Responsible For:</b>                         | N/A  |
| <b>Group and Team:</b>                          | Community Engagement and Corporate Services – People and Culture |
| <b>Children's Worker:</b>                       | No   |
| <b>Delegations and Budget Responsibilities:</b> | As per Delegations Register                                      |

### Purpose

To provide high quality, efficient and professional administrative support for a range of core People and Culture duties to ensure an enjoyable and successful employee lifecycle in line with Our Compass Values and Behaviours. Ensure a very high level of confidentiality and professionalism is maintained at all times.

### Key Relationships

#### External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

#### Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

### Our Compass Values and Behaviours

#### Responsibility

**Take ownership of decisions and outcomes, both collectively and individually.**

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

#### Respect

**Everyone is important, as are their views.**

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

#### Above and Beyond

**Take opportunities to go the extra mile.**

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

#### Positivity

**Always look on the bright side of life.**

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

## **What You Will Do** *(provided as a guide only)*

---

### **Administration Support**

- Provide administrative support across a range of People and Culture functions to ensure exceptional service delivery to Council's internal and external customers.
- Scan and profile incoming and outgoing People and Culture documentation including Training and Development into Objective in line with set naming conventions while ensuring employee records remain up to date with no backlog developing.
- Monitor and maintain the People and Culture, and Training and Development inbox's providing prompt and informative responses to incoming requests or sending through to the relevant team member.
- Ensure weekly emails for current vacancies and employee updates are sent in a timely manner.
- Manage the processing of invoices ensuring they are accurately coded, described and submitted for approval in a timely manner.
- Complete purchase orders and associated admin within Tech One including the setup of new suppliers, creating requisitions, transmitting order numbers, processing goods/service receipts.
- Maintain an adequate supply of new employee documentation packs ensuring they contain all of the relevant information.
- Support the three yearly police vetting revalidations for children's workers as per legislative requirements.
- Provide support to the Remuneration Specialist regarding the PDP process ensuring management and staff are advised in advance of timelines, performance review due dates, all necessary documentation is provided, and any outstanding reviews are followed up.
- Manage the collation of rating data and training needs/requests from the PDP Check in and annual PDP process in a timely manner providing regular updates to the Remuneration Specialist.
- Monitor Objective workflow status following up on any that are outstanding/active to ensure they are completed promptly escalating to management when required.
- Ensure the employee handbook is kept up to date and contains relevant, accurate information.
- ProMapp People and Culture processes.
- Set up new positions in the TechnologyOne HRIS as required.

### **Recruitment Support**

- Update and maintain the new starter/employee changes checklist with any processes required being actioned within set timeframes. Ensure all employment documentation is returned prior to the commencement date.
- Monitor advertising campaigns through Talent Propeller ensuring applicants are notified of the status of their application in a timely manner.
- Coordinate and schedule interviews with shortlisted candidates in a timely and professional manner according to availability of the interview panel.
- Ensure interview panel members have the appropriate documentation prior to interviews.
- Prepare employment offer documentation and variations for new and existing employees promptly and accurately, in accordance with legislation and Council requirements.
- Submit new employee / change of status and employee cessation workflows in Objective in a ensuring all processes and requirements are complete in a timely manner.
- Submit police vetting and/or Ministry of Justice applications for all new employees, volunteers and/or temps to ensure results are received within required timeframes and communicate results to the relevant manager.
- Monitor pre-employment requirements for new employees ensuring all documentation and satisfactory testing/vetting results have been returned prior to the employee's commencement date.

- Ensure exit interview surveys are sent to all leavers in a timely manner. If requested, schedule any face-to-face exit interviews in liaison with the relevant Coordinator or Business Partner.

### Induction and On-boarding

- Undertake the planning for induction events including providing lists of new employees, sending email invitations and reminders, organise catering etc.
- Ensure corporate inductions are well organised, relevant, and employees and managers are informed in a timely manner of when these will take place.

### Training and Development

- Undertake in-house training preparation including sending invitations, managing/following up on responses, liaising with suppliers, organising room/venue hire and set up, arranging catering/refreshments and assist with room clean up.
- Assist with the proofing, collation and distribution of training materials.
- Record/update and monitor training attendance and records into the training matrix/LMS.
- Seek guidance promptly from the Organisational Development Specialist when unsure on any queries.
- Field enquiries from People and Culture Business Partners, team leaders and managers on details from the training matrix.
- Complete online training registrations for approved purchase orders.
- Run and compare reporting from Tech One financials with training records in Training Matrix. Update training matrix/LMS, and/or follow up with cost centre managers for detail if required.
- Be the key point of contact and coordinator of Emergency Management Southland training (induction, foundation and CIMS) to ensure achievement of Council's requirement of qualified employees.
- Respond to Manager requests for training and help source training course options.
- Record course feedback and use this to continuously improve training effectiveness, alongside the Organisational Development Specialist.
- Advertise courses, from trusted external training providers, to employees.
- Organise and book external training facilitators to provide in-house training as and when required.

**Note:** Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

## What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

### Education and Qualifications

**Essential:**

New Zealand Certificate in Business (Administration and Technology) (Level 4) or equivalent experience

**Desirable:**

Current New Zealand Drivers Licence

### Knowledge, Skills and Experience

**Essential:**

Minimum two year's demonstrated experience in an administrative support position  
Well-developed computer knowledge, particularly in the use of Microsoft Office, Word, Excel and PowerPoint, and Outlook  
Outstanding attention to detail  
Excellent communication skills, both written and verbal  
Strong interpersonal skills with the ability to communicate effectively and confidently with a wide range of people  
Ability to prioritise and meet deadlines  
Systematic and extremely well organised  
Resilient and able to cope well with pressure  
Has a high level of personal integrity and initiative  
Self-motivated and results oriented  
Ability to work accurately, maintaining strict adherence to established systems, policies and procedures  
Enthusiasm and commitment to excellence in customer service

**Desirable:**

Basic understanding of the human resources function  
Familiar with electronic payroll systems  
Knowledge of the local government environment  
Experience working with learning systems

## Agreement

### Employee

Name

Sign

Date

### Manager

Name

Sign

Date

**Note:** From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

## **What We All Do**

---

### **Customer Commitment**

Treat customers with respect – taking the time to listen, learn and understand.  
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.  
Acknowledge problems and complaints, identifying and promptly acting on solutions.

### **Continuous Improvement**

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.  
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

### **Health, Safety and Well-being**

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.  
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

### **Civil Defence Emergency Management**

Assist Council in preparing for and responding to an emergency.  
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

### **Other Duties**

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.