

POSITION DESCRIPTION

Position Title	Human Resources Advisor
Reporting To	Director People and Safety
Location	Dunedin

Purpose

The purpose of this position is to provide effective, efficient and professional delivery of HR Advisory Services to the Otago Regional Council by operating as the first point of contact for line managers across the organisation regionally. To provide quality human resources advice, coaching and support that is in line with statutory requirements and meets the needs of internal customers and stakeholders.

The HR Advisor will also undertake relevant HR transactional and generalist activities, and work collaboratively with the HR Co-ordinator and Health & Safety Advisor.

In a broader context, the role works with all managers to ensure the reputation of the ORC as a “good employer” is upheld across the organisation, the local government sector, and into our wider communities.

Results Area	Activities	Expected Outcome
Human Resources Advice and Support	<p>Provide sound advice and guidance to managers on HR related queries received via email, phone and/or in person. Provide advice on HR policy, performance issues, remuneration matters and change management, including standard restructuring. Identify complex employee relations problems, re-directing as appropriate to the Director People & Safety.</p> <p>Direct managers to relevant content on ORC systems (e.g. Jostle, Objective) where possible and recommend changes to content to improve these resource channels.</p> <p>Build the capability of managers in HR practice through support and guidance in areas such as disciplinary investigations, grievance matters, and formal performance management.</p> <p>Participate in the development and implementation of HR policies, processes and management tools across the range of HR management functions.</p>	<p>Ensure initial response to all queries are within a 24 hour timeframe.</p> <p>Ensure that managers are aware of (and use) ORC Policies and procedures effectively, treating employees fairly, in line with good practice and legislative requirements whilst meeting organisational needs.</p> <p>Follow up to ensure managers have used the advice effectively and the ‘case’ can be closed.</p> <p>Confidence and trust of managers in the advice and support provided, and it has added to their people management knowledge. Respected by everyone. Demonstrates a genuinely collaborative approach.</p> <p>Recognised as an integral member of both the ORC and HR team who makes significant contribution.</p>

	<p>Communicate effectively using a personal tone manner and style consistent with building a “best employer” work environment.</p>	<p>Positive feedback from team members and key customers.</p> <p>Managers feel supported in HR service/style. People are empowered.</p>
Analytics	<p>Gather information regarding queries to produce statistical and analytical information.</p> <p>Create reporting to identify areas within the ORC that need more support or training (internal/external).</p>	<p>Provide monthly reports to Director People and Safety.</p> <p>On time and accurate.</p>
HR Administration	<p>Responsible for complex variations and administrative tasks.</p> <p>Work collaboratively with the HR Co-ordinator and H&S Advisor to ensure strong teamwork and delivery of services to managers as a ‘one-stop-shop’.</p>	<p>Accurate and within agreed timeframes.</p> <p>Evidence of HR/ H&S services being delivered effectively and efficiently.</p>
Performance, Leadership and Management	<p>Advise and guide managers to understand, implement and embed ORC-wide human resource processes around performance, leadership and talent management.</p> <p>Conduct annual audit of Performance and Leadership plans.</p> <p>Manage the annual salary review process in conjunction with the HR Co-ordinator and Director People & Safety.</p> <p>Coach managers to provide effective feedback, coaching and development of their team.</p> <p>Guide managers to identify and deal with unsatisfactory conduct or performance.</p> <p>Attend disciplinary meetings with managers and relevant parties, as appropriate.</p>	<p>Performance, leadership and talent management processes are implemented and measured for their effectiveness.</p> <p>Evidence of Performance and Leadership plans being aligned to the goals of the organisation and meaningful to employees. This is a medium-long term outcome (i.e. WIP)</p> <p>Ensure completion targets are met.</p> <p>All disciplinary processes reflect policy/procedures, and are aligned expectations of fairness, integrity and consistency.</p>

<p>Policies and Administration</p>	<p>Review existing HR policies, procedures, guidelines and update/draft new documents in consultation with the Director People and Safety.</p> <p>Assist and enable managers in the effective application of HR policy, procedures and administration processes for employees.</p> <p>Liaise with Payroll and HR Co-ordinator to ensure accuracy of employee data and records</p> <p>Prepare and provide HR reports as required.</p>	<p>ORC has the appropriate level and coverage of documentation to guide/direct its workforce in HR practices, behaviours and conduct consistent with the desired culture and performance outcomes.</p> <p>Managers know what policies there are, how to access them and implement them with fairness and integrity.</p> <p>Information is accurate and reflects what is happening in the organisation.</p> <p>On time and accurate.</p>
<p>Training and Development</p>	<p>Facilitate workshops for managers to enhance existing and build new self-performing skills in areas such as Communication, Performance Management, Disciplinary and Interviewing.</p> <p>Support Managers in identifying training requirements for their people and implementing appropriate training plans.</p>	<p>Training is completed and learning is linked by operational employees practicing their learning.</p> <p>Directorates have training plans in place that are implemented for each employee, as evidenced by the learning data base records.</p>
<p>Recruitment and Retention</p>	<p>Attend interviews with managers where requested to ensure the ORC interview process is followed.</p> <p>Link with HR Co-ordinator to ensure recruitment and onboarding initiatives are well supported across ORC, and there is a smooth transition from recruitment to induction.</p> <p>Conduct Exit Interviews and assist in the reporting on trends and potential links to turnover.</p>	<p>Collaboration with HR Co-ordinator to continuously improve end-to-end recruitment experiences for employees and outcomes for ORC.</p> <p>All new employees are inducted.</p> <p>All exiting employees have the opportunity to do an Exit Interview.</p>
<p>Change Processes</p>	<p>In consultation with Director People & Safety, advise and guide managers in restructuring proposals and processes.</p>	<p>A change champion.</p> <p>Change outcomes are sustainable for the organisation.</p> <p>Impact of change on individuals and the organisation is minimised as much as possible, through appropriate support,</p>

		<p>(e.g. EAP), effective communication, clear change management process followed.</p> <p>Restructuring processes reflect policy and legislative requirements of fairness and integrity.</p>
Employee Relations	<p>In consultation with the Director People & Safety, manage the relationship and communication with the PSA Union Organisation and representatives in relation to any employment issues.</p> <p>Participate (along with the Director People & Safety) in union bargaining; responsible for preparation and follow-up activities.</p>	<p>Issues are managed within a consistent framework and fairly, and outcomes are aligned to ORC policies, procedures and guidelines.</p> <p>CEA document is updated in a timely manner and with accuracy, as appropriate.</p>
Contribute to and support rollout of HR/H&S initiatives	<p>Be an active advocate for HR initiatives such as the Engagement Survey, Leadership Development programmes, H&S programmes.</p> <p>Manage the processes required in support of HR initiatives.</p>	<p>HR/H&S Initiatives are well supported and managed in the business.</p>
Participation in HR and H&S Team	<p>Undertake HR/H&S project work as required.</p> <p>Be proactive and supportive of the HR/H&S team and contribute towards the achievement of the strategic HR/H&S plan.</p>	<p>Project work is completed on time and within specification.</p> <p>Genuinely collaborative approach. Be recognized as an integral member of the HR/H&S team who makes a significant contribution.</p> <p>Positive feedback from team members and key customers.</p>
Health & Safety	<p>Champion, support, implement and adhere to H&S policies and procedures, in collaboration with the H&S Advisor.</p> <p>Champion a culture that supports and maintains 'Doing Safety Differently', environmental and sustainability practice and management.</p> <p>Promote a safe and environmentally sound working environment and a culture of safe and responsible behaviours and attitudes, ensuring safety.</p>	<p>H&S policies and practices and other related policy and initiatives are complied with to keep yourself and others safe in the workplace.</p> <p>Works in a safe manner at all times to avoid personal injury to self and others.</p> <p>Accidents and near misses reported.</p> <p>All risks effectively managed and no outstanding compliance issues.</p> <p>There are no preventable work-related injuries and/or incidents.</p>

	Contribute to the identification and minimisation of organisational risks and compliance issues.	Appropriate PPE gear is worn at all times within the workplace, as required by ORC/legislative policy.
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Relationships

- Director People and Safety
- Health and Safety Advisor
- HR Co-ordinator
- Recruitment Agencies
- Payroll Function
- PSA Union
- Managers
- Directors
- All Employees

Qualifications and Experience

Essential to have the following:

- A tertiary qualification in Human Resources or related discipline is desirable and/or significant practical experience in a similar HR role.
- Experienced HR Generalist providing HR and ER advice to managers and supporting the business through change processes.
- Experience in Health & Safety and/or training and development is desirable.
- Can build effective relationships with all levels of the company.
- Ability to influence and constructively challenge.
- Deal effectively with conflict.
- Self-managed and can take the initiative.
- Flexible, adaptable and enjoys challenge and change.
- Strong organisational skills and processes.
- A strong customer focus including the ability to develop solutions that provide 'value for money'.
- Ability to work in a complex work environment, deal with ambiguity and across functions.