

# Job Description – Talent Acquisition Coordinator

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MASH Trust is an innovative provider of health and disability support services based in Palmerston North, supporting 2,000+ people and whānau.

Our services are offered through day programmes, support within MASH homes, and support in the community.

We operate throughout the lower North Island in Wellington, Kapiti, Horowhenua, Manawatu, Whanganui, and Hawkes Bay.

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## MASH Trust Mission & Values

**Our Mission:** Working together to achieve great lives.

### Our Values

- Relationships – Build open relationships based on honesty and respect
  - Communication – Communicate with an open mind and heart
  - Mana – Recognise and promote the mana and strengths of the individual
  - Opportunities – Take opportunities to learn and grow together
  - Believe – Believe that together we will make a difference
  - Fun – Make fun a goal
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## Overview

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| <b>Reports To:</b>     | <b>Talent Acquisition Lead</b>                                           |
| <b>Direct Reports:</b> | <b>Nil</b>                                                               |
| <b>Location:</b>       | Palmerston North (with travel across the lower North Island as required) |
| <b>Hours:</b>          | Full-time (80 hours per fortnight)                                       |
| <b>Delegations:</b>    | Tier 4 – In accordance with current delegations' policy                  |

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## Role Purpose

Based in Palmerston North the purpose of the Talent Acquisition Coordinator is to coordinate and support the entire recruitment process from advertising through to appointment supporting hiring managers and ensuring the end-to-end recruitment processes of MASH Trust are undertaken. This position may involve travel and work in all MASH locations in the lower North Island.

The Talent Acquisition Coordinator will also contribute to policy and procedure reviews, planning and quality initiatives, and continuous quality improvement and risk management.

The Talent Acquisition Team sits within the Operations Team of MASH Trust. The Operations Team is responsible for operationalising the MASH Quality Framework and The MASH Way in all aspects of service delivery to meet the changing expectations, needs and aspirations of the people we support and to ensure MASH remains a partner of choice for our funders and stakeholders.

The Team will drive operational efficiency and compliance with statutory requirements, while also being focused on the future and the changes needed to continuously improve delivery of quality, people-centric services.

By leading for the future, living the MASH values, delivering operational excellence, and being connected with stakeholders, this role will contribute to the continued growth of MASH's reputation and influence.

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### Key Relationships:

All MASH Trust staff have a responsibility for managing relationships in some or all the key sectors we work within. In this role, the key relationships to be developed are as follows:

#### Internal:

- Chief Executive, , Executive Leadership Team (ELT), Senior Leaders, MASH managers and staff

#### External:

- Funders including but not limited to (Te Whatu Ora, Whaikaha (Ministry for Disabled People), Oranga Tamariki, Corrections, Local Authorities), the people we support, family/whānau and tangata whenua, iwi partners, primary & community health teams, related Health and Disability Service Providers, contractors, suppliers and other providers

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### Key Areas of Responsibility

| Key Area of Responsibility   | Tasks                                                                                                                                                                                                                                                                                                                                                                                                                      | Performance Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| Recruitment Service Delivery | Support as required end-to-end recruitment delivery for all vacancies within MASH Trust.<br><br>Undertake all required background checking and vetting for candidates.<br><br>Ensure Payroll Manager receives all new employee information.<br><br>Provide a central point of contact for recruitment related matters internally and externally for the Organisation. This will involve preparing, tracking and dispersing | Recruitment of all roles is undertaken in accordance with the recruitment and associated policies and procedures.<br><br>The talent acquisition plan objectives in relation to talent pools and talent management are achieved.<br><br>Employee payroll records can be created in a timely manner, and records are supported by the relevant documentation (Bank details/tax/ Kiwisaver etc.).<br><br>Information is maintained and recruitment activities occur in accordance with the |

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|                                                      | <p>documentation and information related to the talent acquisition process in a timely manner.</p> <p>Ensure all recruitment information and files are complete and stored appropriately.</p> <p>Ensures confidentiality and privacy of information is maintained</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                | Privacy Act and other legislative requirements.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Talent and candidate management                      | <p>Schedule all interviews for hiring managers ensuring using screening process.</p> <p>Assist with placing advertising when required.</p> <p>Obtain all necessary documentation required from applicants.</p> <p>Ensures a positive candidate experience across all roles to provide ongoing strengthening of our employment brand.</p> <p>The talent acquisition management system is up to date and accurately reflects job vacancy and candidate status.</p> <p>Utilises the talent acquisition management system to proactively build talent pools – especially internal talent – and maintains an updated pool of candidate profiles.</p> <p>Participate in external recruitment events on behalf of MASH.</p> | <p>MASH's Employee Value Proposition and branding improve over time with MASH considered as an employer of choice.</p> <p>Advertising is reviewed and reflects the vacant role and aligns with MASH Trust standards.</p> <p>Engage with candidates obtaining all necessary documentation including identification, evidence of qualifications, license etc.</p> <p>The talent acquisition management system is one source of the truth and can be relied on to produce information and reporting enabling measures, metrics and data.</p> <p>MASH Trust have well developed talent pools for commonly recruited roles enabling placement into vacant roles with people who have expressed interest previously.</p> |
| Monitoring & Reporting                               | Report monthly statistics and other supporting information as required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Talent team reporting data and metrics is accurate and provided on time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Supports diverse and inclusive recruitment practices | Support hiring managers to conduct recruitment and onboarding processes in a way that is inclusive, culturally sensitive, mitigates bias and gives a great experience to candidates and new hires.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Ensure 95%+ of recruitment processes are conducted in accordance with inclusive recruitment standards, with candidate/new hire satisfaction scores of 80%+ and no substantiated complaints occur relating to bias, discrimination or culturally inappropriate practices.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Coordinate Offer                                     | Support the hiring managers with the required documentation (reference checks, proposal to                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | All required documentation is completed before an offer of employment can be made.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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|                            | <p>appoint, safety checks etc) to progress to offer and onboarding.</p> <p>Provide support for verbal offer process to hiring managers for new employee hiring.</p>                                                                                                                                                                                            | <p>Provide details of verbal offers enabling the creation of employment documentation in due course.</p> <p>Offer and acceptance processes are undertaken in accordance with best practice and do not create organisational risk.</p>                                                                                                                                                               |
| Team Effectiveness         | <p>Contribute to team effectiveness by offering value adding suggestions at meetings, providing learning feedback/comments and support to others which aim to improve team performance and staff motivation, and assisting other members of the team.</p>                                                                                                      | <p>Contribution to team meetings is evidenced, observations are shared and there is willingness to support one another to achieve the team and wider organizational goals and objectives.</p>                                                                                                                                                                                                       |
| Risk Management            | <p>Identify, report, reduce/ eliminate situations of potential/real risk to MASH and its commercial stability.</p> <p>Report to your Manager on all areas of significant risk</p> <p>Adhere to MASH Trust's policies and procedures.</p>                                                                                                                       | <p>Risk Management plans are current and regularly reviewed for the Talent Acquisition division.</p> <p>MASH Trust policies and procedures are followed to reduce risk to the organisation and ensure quality and consistency are maintained.</p>                                                                                                                                                   |
| Stakeholder Engagement     | <p>Support the maintenance of a positive image of MASH internally and externally.</p> <p>Develop, effective and appropriate networks and links as relevant to talent acquisition.</p> <p>Initiate and attend meetings with appropriate to MASH and the talent role. Proactively share information and strategies internally and externally as appropriate.</p> | <p>Assist to raise the organisation's reputation and profile by addressing community groups and stakeholders (both internal and external).</p> <p>Bring to MASH information relevant to our organisation to ensure we continue to innovate and evolve based on best practise and sector developments.</p> <p>Feedback supports that you engage with stakeholders positively and professionally.</p> |
| Health and Safety, Privacy | <p>Work in accordance with MASH's Health and Safety Framework and Plan as well as the Privacy framework.</p> <p>Apply health and safety policies and procedures operating within the framework of acceptable workplace practice.</p>                                                                                                                           | <p>Work safely encouraging and supporting others to do the same.</p> <p>Health &amp; Safety incident reporting and analysis is completed promptly and in accordance with policies and procedures. Required corrective actions are taken.</p>                                                                                                                                                        |

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|                                            | Comply with responsibilities of the Health and Safety at Work 2015 legislation.                                                                                                                                                                                                                                                                                                                                                           | Strategies are in place and actions taken that reduce harm and improve safety while growing a resilient workforce.<br><br>All staff are trained in the Privacy Act 2020 and their obligations as it relates to their role.                                                                                                        |
| Continuous Improvement                     | Support a culture of curiosity, improvement, and shared learning across MASH.                                                                                                                                                                                                                                                                                                                                                             | We build on our culture of quality and innovation and can demonstrate improvements in consistency and responsiveness.<br>We introduce new services that respond to an individual's hopes, desires and potential and these services are agile and adaptable.<br>Audits are completed with few, if any, improvement recommendations |
| Te Tiriti o Waitangi & Cultural Competence | Demonstrate commitment to honouring Te Tiriti o Waitangi. All staff are expected to support better health outcomes for Māori by working in partnership with Māori, respecting Māori leadership and perspectives, and helping to create a culturally safe environment. This includes learning about Te Tiriti, understanding its relevance to our work, and making sure Māori voices and needs are included in our decisions and services. | We can demonstrate understanding of Te Tiriti o Waitangi and its relevance to their role.<br><br>There is evidence of increased Māori participation and engagement and improved equity, cultural safety and positive outcomes for kamahi and whanau Māori.                                                                        |
| Other Duties                               | Any other duties reasonably associated with the role.                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                   |

## Travel

Travel to MASH sites across the lower North Island may be required (occasionally with overnight stays).

## Person Specifications

### Core Competencies

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| <i>Decision quality:</i> | Sound, timely judgement using analysis and experience.   |
| <i>Business insight:</i> | Understand drivers, trends, and how strategies play out. |

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| <i>Customer focus:</i>                       | Build solutions that meet customer needs and sustain relationships.  |
| <i>Accountability:</i>                       | Own outcomes; set clear measures and feedback loops.                 |
| <i>Build effective teams &amp; networks:</i> | Foster belonging, collaboration, and cross-functional relationships. |
| <i>Vision &amp; purpose:</i>                 | Communicate a compelling future and rally support.                   |
| <i>Communication:</i>                        | Tailor messages; listen actively; enable open dialogue.              |
| <i>Trust &amp; integrity:</i>                | Keep commitments; act consistently.                                  |
| <i>Adaptability:</i>                         | Read context and adjust approach.                                    |

## Experience & Skills:

### Essential:

- Previous recruitment experience
- Administration experience within a medium to large organisation
- Strong communication skills (verbal, written, interpersonal). Is effective at influencing others.
- Highly organised and an eye for detail
- Able to prioritise, plan and think ahead so that activities are delivered to timelines
- Ability to understand complex issues and develop simple and accurate messages.
- Ability to deliver work on time and to a high standard.
- Strong skills in Microsoft Office applications or similar

### Desired:

- Knowledge of unconscious bias in recruitment and approaches to mitigate them
- Understands the importance of Diversity, Equity and Inclusion and the positive outcomes a broad workforce has within an organisation
- Usage of recruitment/onboarding technologies
- Health/social/public sector experience advantageous.
- Ability to build warm and effective relationships at all levels.
- Able to work independently, with good judgement and initiative.
- Understanding of tikanga and Te Tiriti o Waitangi in practice at MASH Trust.

## Qualifications & Other Requirements:

- **Achievement** - Demonstrates a strong focus on high-performance standards and personal achievement. Goes above and beyond to exceed expectations.
- **Critical Thinking** - Critically analyses and evaluates information in a logical way when solving complex problems.
- **Emotional Intelligence** - Perceives and manages emotions in self and others. Relates well to others, with strong interpersonal skills.
- **Resilience** - Remains calm, composed, and optimistic in stressful or high-pressure situations.

- **Judgement** - Is confident making judgements based on the information available, even if it is not complete or the situation is ambiguous.
- **Ingenuity** - Generates and implements new and innovative solutions, ideas, and approaches to problems
- Strong relationship-building skills with demonstrated capability to build rapport and trust across enabling services and delivery divisions
- Ability to operate with agility in complex environments
- Positive “can-do” attitude with strong resilience and adaptability.
- Flexibility to work varied hours and across multiple locations as required
- Full, clean NZ driver licence.

### Acknowledgement

The information contained in this job description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. Duties may change following discussion with the role holder.

### Employee Acknowledgement

I confirm that I have received, read, and understood the job description for my role. I understand the responsibilities, expectations, and requirements outlined, and I have had the opportunity to ask questions about any parts that needed clarification.

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_