Position Description

People Services Senior Systems Specialist

Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities and Retirement Villages throughout New Zealand. We aim to add value and enhance performance for all those in our care homes and villages. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for residents.

Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/whānau and staff.

As an organisation we are committed to providing **'A Better Everyday'** for our residents, their whānau and friends, and our employees by aligning our actions to our company values.

People First – Kia tika te rere o te waka
Enhance the health, safety and wellbeing of our people.

Nurturing Success – Poipoia te angitu
Seize opportunities and experiences every day in every moment.

Better Together – He toa takitini
Work together in respect and harmony to empower everyone.

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness and transparency to our working practices, enabling decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the principles of Te Tiriti o Waitangi – Partnership, Participation and Protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

The People Services Senior Systems Specialist is Heritage Lifecare's senior technical specialist for People & Culture systems, providing expert systems leadership, technical advice and process optimisation across the People Services technology environment.

As a key member of the People Services team, the role leads specialist capability across the T&A and HR Systems portfolio, including time and attendance, rostering, people systems and the data interfaces that support employee and payroll processes.

The role owns the technical integrity, configuration, governance and continuous improvement of People & Culture systems, ensuring reliable functionality, strong data quality, appropriate controls and scalable processes across the employee lifecycle.

Working closely with the Head of People Services, Information Technology, Finance, operational leaders, external vendors and the wider P&C team, the role provides senior technical guidance, root cause analysis, system testing, solution design and implementation support.

The role is central to Heritage's future digital People & Culture environment, helping prepare for and implement future HRIS capability, automation, integrations, self-service and responsible AI-enabled process improvements that improve service delivery and the employee and manager experience.

The role balances critical business-as-usual systems support with forward-looking improvement and project activity, translating P&C requirements into practical, secure and sustainable technology solutions and supporting successful adoption across the business.

Reports to: Head of People Services

Direct Reports: Nil

Functional Relationships:

- **Internal**
  - Chief People Officer
  - Head of People Services
  - People Services Advisers
  - People Services Coordinators
  - P&C Business Partners
  - ER & IR Adviser
  - Learning & Capability Team
  - Health & Safety Team
  - Finance Team
  - Care Home and Village Managers
  - Operational Leaders
  - Information Technology Team

- **External**
  - Payroll Provider
  - HRIS Vendors
  - Time & Attendance Vendors
  - Rostering System Providers
  - Technology Consultants
  - External Service Providers

Key Accountabilities:

People Systems Technical Leadership & Governance

- Act as the senior technical subject matter expert for People Services systems and technology.
- Own and maintain system configurations, workflows, business rules, security settings and technical controls within agreed governance.
- Provide expert technical advice and guidance to the Head of People Services, People Services team and wider P&C function.
- Investigate, diagnose and resolve complex system, integration and data issues, escalating where required.
- Maintain fit-for-purpose system documentation, technical guidance, process maps and configuration records.
- Ensure system changes are appropriately assessed, tested, documented, approved and controlled.
- Provide specialist oversight of user access, permissions and system administration, with routine user support undertaken at the appropriate service tier.
- Drive effective, consistent and secure utilisation of People & Culture technology platforms.

T&A, Workforce Management & Rostering Systems

- Lead specialist support and continuous improvement for time and attendance, workforce management and rostering systems.
- Provide technical guidance to managers and People Services on effective use of workforce management technology.
- Monitor system performance, outputs and exceptions and investigate issues requiring specialist intervention.
- Provide systems expertise to support roster structures, rules and configuration, working with operational owners on business requirements.
- Identify system or configuration risks that may affect compliance, data integrity, fatigue management or workforce processes and escalate appropriately.
- Use systems and data insights to support improved workforce deployment, process efficiency and user experience.
- Ensure system solutions balance operational requirements, employee experience, controls and compliance.
- Partner with vendors, IT and internal stakeholders to optimise functionality, integrations and user experience.

Payroll Interfaces, Data & Vendor Support

- Act as a senior systems liaison between People Services, Finance, Information Technology and Heritage Lifecare's outsourced payroll provider for systems and data matters.
- Safeguard the integrity of employee and payroll-related data interfaces and system inputs owned by

People Services.

- Investigate and resolve complex data discrepancies, interface failures and system process issues impacting payroll readiness.
- Provide systems and data support for payroll validation and pay-cycle readiness while maintaining the boundary that Payroll/Affinity owns payroll processing and pay outcomes.
- Monitor and improve data interfaces and integrations that affect payroll and workforce information.
- Coordinate technical issue resolution with payroll, systems and technology vendors.
- Assess and implement system changes arising from process, legislative or business requirements in partnership with the relevant functional owner.
- Ensure People Services systems and data processes provide accurate, complete and timely information to support payroll processing.

Technical Analysis, Automation & Solution Design

- Lead root cause analysis of complex system, process, integration and data issues.
- Identify recurring issues and design sustainable technical or process solutions.
- Analyse People Services processes and identify opportunities for simplification, workflow improvement, automation and responsible AI-enabled solutions.
- Assess and escalate systemic technology, data, security or process risks where appropriate.
- Translate business and P&C requirements into practical system recommendations that improve efficiency, control and customer experience.
- Lead or support implementation of corrective actions, automation and continuous improvement initiatives.

Data Integrity, Systems Insights & Continuous Improvement

- Define and support People Services systems reporting requirements, data definitions, controls and technical outputs.
- Act as the subject matter expert on workforce, rostering, time and attendance and People Services systems data.
- Validate system-generated and externally provided data outputs where systems expertise is required, working with Finance and other data owners as appropriate.
- Analyse system and process information to identify trends, anomalies, risks and improvement opportunities.
- Provide technical insights and recommendations to support operational decision-making and service improvement.
- Identify root causes of data quality, process or system issues and implement sustainable controls and solutions.
- Strengthen data governance through system standards, access controls, consistent usage and process compliance.
- Partner with Finance, P&C colleagues, operational leaders, IT and vendors to ensure workforce information is accurate, meaningful and fit for purpose.
- Drive improved system utilisation, data quality and service outcomes through technology, integration and automation.

HRIS, Systems Projects & Change

- Play a lead specialist role in People & Culture technology projects, including future HRIS implementation and related system initiatives.
- Translate People Services requirements into system design, configuration, workflow and integration requirements.
- Develop and execute User Acceptance Testing (UAT) plans, scenarios and scripts and coordinate business testing.
- Validate technical and business outcomes before deployment and ensure defects and risks are appropriately managed.
- Support system selection, implementation, upgrades, releases, integrations and change activities.
- Partner with project, IT and P&C stakeholders on implementation, data migration, transition, training and user adoption.
- Ensure robust handover, documentation, controls and support arrangements are in place before solutions move into business-as-usual operations.

Digital Enablement, AI & Future Capability

- Identify practical opportunities to use digital tools, automation and AI to improve People Services efficiency, accuracy and customer experience.
- Support evaluation and implementation of technology solutions in line with Heritage governance, privacy, security and risk requirements.
- Build understanding of emerging people technology and translate relevant developments into practical opportunities for Heritage.
- Contribute technical analysis and systems input to business cases, investment decisions and technology roadmaps.
- Support measurement of adoption, service improvements, efficiencies and benefits from systems initiatives.
- Promote digital confidence, evidence-based decision making and continuous learning across People Services and the wider P&C function.

Systems Governance & Continuous Improvement

- Lead systems-focused continuous improvement initiatives across People Services and contribute specialist expertise to wider P&C improvement priorities.
- Review systems, workflows and technology-enabled processes to identify opportunities for simplification, standardisation and improvement.
- Maintain appropriate technical governance, change control, documentation and risk management for People Services systems.
- Monitor system performance, risks, actions, adoption and realised benefits and provide clear reporting to the Head of People Services.
- Promote innovation, practical problem solving and disciplined continuous improvement.
- Support scalable, sustainable and customer-focused People Services processes and self-service capability.

Cross-Functional Partnership & Influence

- Build strong relationships across People & Culture, Information Technology, Finance, Operations and external partners.

- Connect business, P&C and technology stakeholders to deliver integrated end-to-end solutions and avoid functional silos.
- Provide credible senior specialist advice and influence through technical expertise, sound judgement and strong stakeholder engagement.
- Act as a trusted technical adviser to the Head of People Services and contribute specialist systems capability across the wider P&C team.

Health, Safety and Wellbeing

At Heritage Lifecare, health, safety and wellbeing are fundamental to how we work and care for others. Everyone has a role in supporting our commitment to **Think Safe, Work Safe, Home Safe** and creating safe and healthy workplaces.

You are expected to:

- Take reasonable care for your own health and safety and ensure your actions do not adversely affect the health and safety of others.
- Follow Heritage's Health, Safety & Wellbeing Policy, standards, procedures and reasonable instructions.
- Identify, report and support the effective management of hazards, risks, incidents, injuries, near misses and unsafe conditions.
- Understand the health and safety risks and controls relevant to your role and area of responsibility.
- Speak up, intervene and stop work where there is a serious or immediate risk to health and safety.
- Participate in health and safety training, consultation, learning and continuous improvement activities.
- Support effective worker engagement and participation, including consultation with workers and Health and Safety Representatives on matters that may affect their health and safety.
- Contribute to a positive reporting and learning culture where people are encouraged to raise concerns and opportunities for improvement.
- Support the physical and psychological health, safety and wellbeing of our people.
- Where you have leadership or management responsibilities, demonstrate visible safety leadership, ensure work is planned and carried out safely, provide appropriate resources, information, training and supervision, and verify that relevant risk controls are implemented and effective

Financial Authority

Nil

Person Specification

Essential Skills, Knowledge and Experience

- Minimum five years' relevant experience supporting and improving HRIS, workforce management, payroll, time and attendance or other people technology platforms, including experience operating as a senior systems specialist or subject matter expert.
- Strong experience with time and attendance, workforce management and/or rostering systems and associated integrations.
- Advanced systems aptitude with strong configuration, technical troubleshooting and solution-design capability.
- Demonstrated experience leading investigation and resolution of complex system, integration, process and data issues.
- Experience leading or materially contributing to system implementations, upgrades, UAT, data migration and adoption activities.
- Demonstrated experience improving processes through workflow design, automation, self-service or digital solutions.
- Strong analytical, problem-solving and systems-thinking capability.
- High attention to detail with a strong understanding of data integrity, access, controls and governance.
- Strong stakeholder engagement, vendor management and relationship management skills.
- Ability to translate technical concepts and business requirements clearly for different audiences.
- Ability to manage competing priorities, critical operational issues and project deadlines.
- Strong customer service orientation and commitment to practical, sustainable solutions.
- Strong data and reporting capability, including advanced Microsoft Excel skills or equivalent analytical tools.

Desirable Skills, Knowledge and Experience

- Experience with HRIS selection and/or implementation, including integration with payroll, T&A, recruitment, learning or workforce management platforms.
- Experience working with outsourced payroll providers and complex system interfaces.
- Experience applying automation, workflow tools or AI-enabled technology in a people or business services environment.
- Experience within healthcare, aged care, large multi-site or highly regulated environments.
- Working knowledge of New Zealand employment, leave and payroll-related requirements as they relate to people systems and data.

Personal Attributes

Technically Curious

Actively explores systems, emerging technology, automation and AI and translates new possibilities into practical improvements for Heritage.

Analytical and Detail Focused

Able to interpret information, identify root causes and resolve complex issues while maintaining a high level of accuracy.

Customer and People Centric

Designs responsive, practical and user-friendly technology solutions that improve the employee, manager and People Services experience.

Solutions Focused

Takes ownership of complex problems, applies sound judgement and follows issues through to sustainable resolution.

Continuous Improvement Mindset

Challenges the status quo and actively identifies opportunities to simplify, automate and improve systems, processes and ways of working.

Collaborative

Builds strong relationships and works effectively across teams, functions and external partners.

Resilient and Adaptable

Thrives in a fast-paced environment where priorities can shift and deadlines are critical.

Trusted Partner

Builds credibility through reliability, judgement, professionalism and senior technical expertise while maintaining confidentiality and integrity.

Better Together

Works collaboratively across teams and functions, fostering partnership, inclusion and shared success.

The intent of this Position Description is to provide a representative summary of the major duties, responsibilities and competencies expected of the role. Employees may be required to undertake other duties consistent with the nature and level of the position.