

POSITION DESCRIPTION

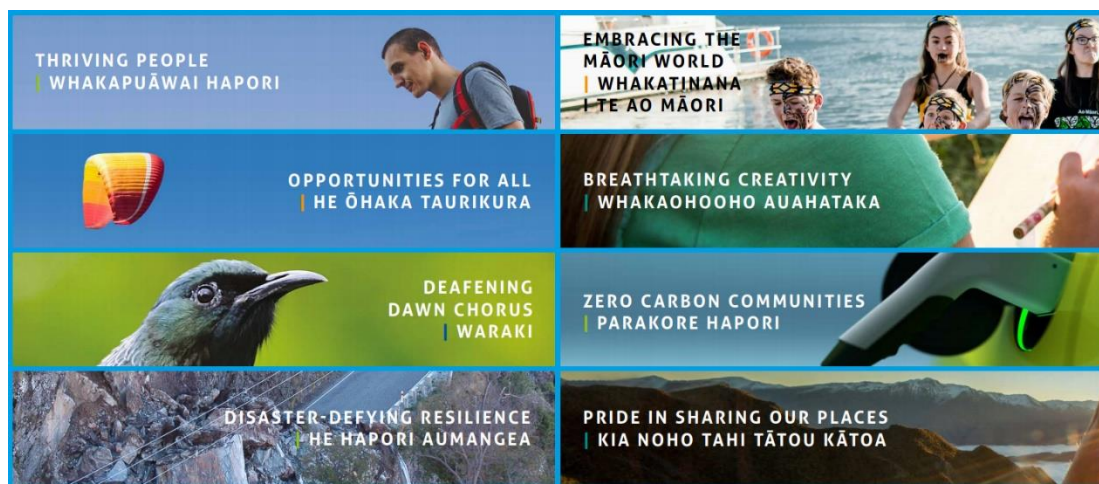
Position:	HR Coordinator
Department:	People and Capability, Corporate Services
Location:	Queenstown
Reports to:	HR Manager
Date:	January 2020

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 40,750 which is projected to increase to 53,510 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has undergone significant and sustained growth in both resident population and in international and domestic visitor numbers. On a peak day in 2018, visitor numbers totalled 79,300 which is projected to reach 91,270 on a peak day in 2031². The overall growth pressures the district is experiencing has led to the draft 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ QLDC demand projections, July 2020

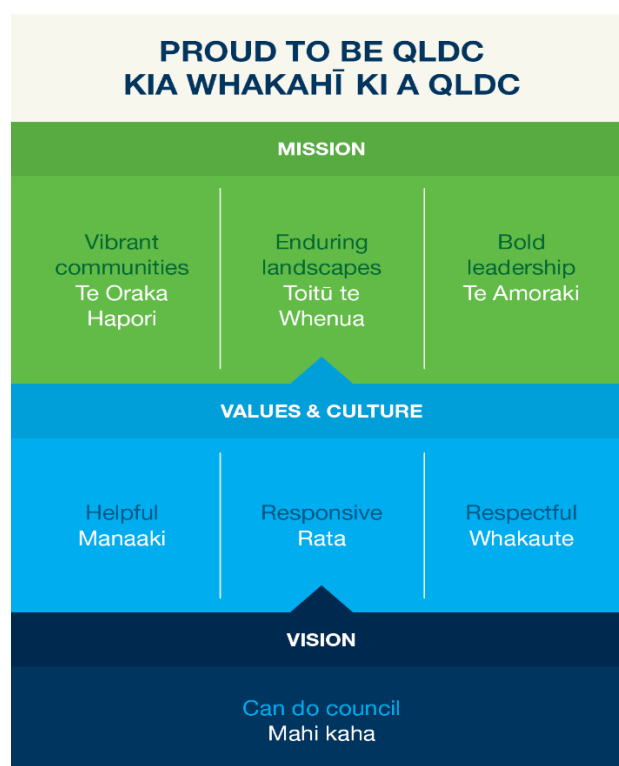
² QLDC demand projections, July 2020

³ Draft QLDC Ten Year Plan 2021 - 2031

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 400 FTE in January 2021, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Human Resources Coordinator is responsible for providing timely and effective administrative support services to the Human Resources team, with a particular focus on the lifecycle of the employee within the organisation. This includes but is not limited to; recruitment, on-boarding, training coordination, performance, metrics and exiting. There will also be a requirement to provide support for health, safety & wellbeing administration.

The HR Coordinator will support the HR team to ensure that all HR governance meetings are coordinated and organized, maintaining the intranet site, project support, system updates, purchase order processing; as well as contributing to the broader delivery of QLDC's strategies and objectives.

KEY TASKS

Administration support

- On advice from HR Advisors, the HR Coordinator is responsible for all recruitment administration, including loading adverts, liaison with candidates and booking travel/accommodation as required.
- Ensure new employee background checks are conducted in a timely manner, and ensures ongoing adherence to all relevant legislation.
- Supports the creation of all employee documentation, including employment agreements, offer letters, etc.
- Support HR Advisors with the orientation of new employees by creating welcome packs, and providing administrative support to the HR team, other managers & staff throughout the induction/onboarding process as required.
- Co-ordination of staff recognition administration requirements including Long Service.
- Proactively work with the Payroll and HR teams to support timely management of all payroll changes including accurate data entry to the payroll system for new staff, changes to existing staff conditions, and exiting employees. This includes proactive liaison with employees, managers, payroll and the HR team as appropriate.
- Co-ordinate exit interviews as required.
- Take on a role within “The Family” (QLDC’s Employee Wellbeing Committee)

Training & development support

- Organise travel and accommodation for training & development within the organisation, including the HR team as required.
- Co-ordination of organisation wide training, including mandatory health and safety training and work station assessments.
- Assist with Training set-up when required on advice from the Learning and Development Advisor.

HR Governance

- Support the Human Resources Team through the co-ordination of the governance committees, and takes ownership of associated administration.
- Timely organisation of the various meetings including room/calendar bookings provision of agendas and minutes to support the meetings.
- Monitor delivery of actions between meetings.

General Team Support

- Take ownership of core administration tasks for the HR department:
 - Maintaining an up-to-date organisational chart
 - Purchase order processing
 - General employee correspondence
 - Stationery and office supply orders as required
 - Other administrative support including the use of Microsoft word, Excel, PowerPoint and Visio as required

- Documenting and publishing human resources policies and processes on the QLDC Intranet (YODA) and other locations as required
- Assist with coordination of regular and significant business-as-usual activities for the Human Resources Team, including but not limited to:
 - Performance reviews
 - Salary reviews
 - Staff Engagement Survey
- Manage filing (electronic and paper based) of human resources documentation including but not limited to; personnel files, health safety & wellbeing files, policies & procedures, training & development, employee correspondence, recruitment.
- Provide project-based support to the HR team as required.
- Coordinate and assist with other human resources activities as required and/or requested
- Ensures ongoing compliance in all work, with all relevant New Zealand legislation, including but not limited to the Employment Relations Act and all associated employment legislation and regulations; the Privacy Act 1993; the Health & Safety at Work Act 2015 and; the Local Government Act 2002 and associated legislation.

Customer Service

- Always operate in a helpful, respectful and responsive manner.
- Establish on going dialogues with internal customers ensuring delivery satisfaction and value-added service
- Cultivate a professional and positive image for QLDC

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS**Internal:**

- Manager, Human Resources
- Human Resources Team
- People Managers
- All QLDC staff

External:

- Consultants and contractors
- Other key stakeholders
- Recruitment Agencies

ACCOUNTABILITIES AND DELEGATIONS

Financial Authority

- Category F

Staff Authority

- No staff authority

Contractual Authority

- No contractual authority

PERSON SPECIFICATION

Education

- A relevant tertiary (diploma level) qualification in Human Resources is highly desirable

Experience

- A minimum of 12 months experience in a human resources role
- Current, valid New Zealand Drivers licence
- Demonstrated experience in a range of desktop applications including Microsoft Office
- Demonstrated planning and organisational skills with an excellent eye for detail. Ability to effectively multitask
- Proven ability to establish and maintain effective relationships with customers and gain their trust and respect
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines
- Demonstrated experience in process/system improvement
- Well developed communication skills, both written and verbal
- Excellent interpersonal skills. Relates well to all kinds of people
- Conveys a professional and positive image, with a courteous and efficient manner
- Highly motivated, achievement-oriented and innovative professional

COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> • Ensures compliance to all legal/statutory and company requirements for Health and Safety • Adheres to all QLDC's Health & Safety policies and procedures • Is actively involved in QLDC's health and safety systems • Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required • Reports any pain, discomfort or other health & safety concerns as soon as possible • Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures

Competencies specific to the role:

Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Timely Decision Making	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision
Informing	Provides the information people need to know to do their jobs; Provides individuals with information so that they can make

	accurate decisions and give appropriate advice to others; is timely with information
Organising	Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges files and information in a useful manner.