



HERITAGE LIFECARE

# Position Description

## People & Culture Support Administrator

### Company Overview

Heritage Lifecare Limited is a provider of Residential Aged Care Homes throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our care homes. As a values-based organisation, our employees are united to ensure the delivery of respectful and caring services, in an environment that is both safe and enjoyable for our residents. Heritage aims to enable the continued pursuit of excellence in care through professional development, quality processes and systems, all whilst respecting and valuing our residents, families, and staff.

### Our values

As an organisation we are committed to providing 'a better everyday' for our residents, their families and our employees through our actions which are aligned to our company values:

**People First** - Enhance the health, safety and wellbeing of our people

**Nurturing Success** - Seize opportunities and experiences every day in every moment

**Better Together** - Work together in respect and harmony to empower everyone.

### Position Overview

The People & Culture Support Administrator delivers exceptional frontline support and ensures accurate payroll processing. As the first point of contact for People & Culture enquiries, this position provides frontline support by resolving Tier 1 queries promptly, maintaining service quality, and escalating complex matters to specialists when required. The role is responsible for assisting with end-to-end payroll activities, including onboarding, variations, terminations, and fortnightly pay processing, while ensuring compliance with legislative and organizational standards. This position is critical to creating a positive employee experience through timely, empathetic, and professional service, while upholding accuracy and confidentiality in all transactions.

<b>Reports to</b>	Workforce Data and Process Manager
<b>Functional Relationships</b>	People & Culture Team Operations Team Support Office Team Care Home and Village Managers Other Managers Administrators

## Key Accountabilities

### Payroll

- Assisting with the processing of all payroll matters
  - Loading new employees and onboarding
  - Undertaking variations of terms and conditions
  - Processing terminations and offboarding
- General payroll questions and support
- Time Target queries
- Processing fortnightly pay
- Process requests such as pay equity, COVID payment claims, ACC, IRD and leave
- Assistance with manual changes to payments
- Update reporting of payroll queries daily
- Assist with processing and uploading of annual increases.

### Frontline Support (Tier 1)

- Act as the first point of contact for all People & Culture enquiries via email, phone, and systems
- Resolve Tier 1 queries promptly and escalate complex issues to specialists as appropriate
- Monitor and report on query resolution times and employee satisfaction
- Maintain and update self-service resources and knowledge bases
- Deliver empathetic and professional service aligned with Heritage values.

### Administration

- Provide administration support for People & Culture Projects
- Classifying and filing all emails and documentation
- Help with Immigration related matters
- Process Police vetting and support other relevant employment checks for new employees and notify the manager and file accordingly.

### Continuous Process & Systems Improvement

- Identify process improvement opportunities within the People & Culture Team and work with the business to support changes
- Assist with the updating of documents
- Continue to update desk files and process-flows for all tasks undertaken
- Assist with training for new managers and administrators on systems.

### Personal Development

- Maintain an understanding of relevant legislation to ensure that Heritage is always compliant
- Keep up-to-date and report any developments within the industry that may impact on your role.
- Complete training and development related to the Aged Care Industry and human resources aligned with the responsibilities of this role.

### Health and Safety

Heritage Lifecare is committed to a process of continuous improvement to achieve excellence in the management of health and safety at all our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees, and our communities.

As a team member of our people approach, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimised, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work.

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job.

## Financial Authority

Nil.

## Person Specification

### Essential skills, knowledge and experience

- Relevant qualification(s) or equivalent experience
- Demonstrated time management skills and managing numerous tasks throughout the day with the ability to remain calm under pressure
- Attention to detail and accuracy
- Demonstrated ability to contribute to projects effectively
- Excellent interpersonal skills, capable of establishing and building effective working relationships with people of all cultures and employees at all levels
- Capable communication skills, with the ability to translate information, data and ideas into a language that can be understood by a wide range of people
- Experience using applications with speed and accuracy, including Word to prepare correspondence and reports, Excel to prepare reports, tables, and charts, and PowerPoint to prepare effective presentations.
- Well-developed organisational and planning skills with the ability to prioritise work effectively and manage competing priorities and deadlines
- Ability to adapt easily and quickly to changing environments and is responsive to varying business demands
- Values diversity and contributes to an inclusive working environment where differences are acknowledged and respected.

### Desirable skills, knowledge, and experience

- Experience in the Health and or Aged Care sector
- An understanding of the New Zealand employment relations legislation.

### Core Competencies (Level 3)

<b>Trusted Partner</b>	Values and builds long term relationships, puts the clients' interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the client's strategy and approach. Is reliable – does what they say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
<b>Driving for Results</b>	Sets high goals for personal and team accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous
<b>Tenacity</b>	Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws on skills, knowledge and understanding to find solutions to problems. Ensure that setbacks and challenges inform the review and evaluation processes. Recognises individuals learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
<b>Business Acumen</b>	Displays a keenness and quickness in understanding and dealing with a "business situation" in a manner that is likely to lead to a good outcome.
<b>Deal with Ambiguity</b>	Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the
<b>Courage</b>	Display professional courage by seeking feedback and listening, says what really needs to be said in a professional manner, communicates openly and frequently, embraces change, makes decisions and moves forward, gives credit to others and holds self and where appropriate others accountable.
<b>Transfer skills to Business</b>	Can learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identify transferable skills for current role/ project / situation to add value and achieve a positive outcome for the
<b>Facilitating Change</b>	Encourages others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

***The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this position description.***