Position Description

People System Administrator

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Position Descriptions are intended to describe the main functions and responsibilities required of the role. Position Descriptions are not to be construed as an exhaustive list of all responsibilities or duties that may reasonably be required of the incumbent in this role. Employees will be expected to perform any duties reasonably requested by the employer. Position Descriptions are subject to review to reflect changing circumstances and may be amended from time to time to take account of the role requirements that evolve over time.

Reporting to:	Head of People Performance
Responsible for:	Nil
Position purpose:	The People System Administrator plays a crucial role in the development, implementation, management and optimisation of our HR information systems. With a focus on ensuring data integrity, providing technical support, implementing system improvements and generating valuable reports to support HR decision-making and facilitating seamless operations within the team.
Last review date:	6 November 2024

Where you will fit

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                    Chief People &
                    Safety Officer
                          |
                   Head of People
                    Performance
                          |
    ┌─────────────┬───────┴────────┬──────────────┐
People &      People &         People &         HR System
Capability    Capability       Capability       Administrator
Business      Advisor          Administrator
Partner x 2
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Financial Responsibilities

Authorities may change to align with organisation changes to delegations of authority.

- Controls a budget: N
- Maximum that may be spent without reference to manager: NA
- Jobholder can spend unbudgeted capital: N
- Jobholder is responsible for committing the organisation to long-term contracts: N
- Jobholder signs correspondence for Company: N

Key Relationships

It is a key responsibility that relationships must be built and maintained in such a way as to bring about positive and respectful interactions

External
- Suppliers
- System vendors

Internal
- Wider P&C team members
- All internal teams
- Other Alpine employees

HR & Payroll System Management

You are responsible for
- Supporting with the design, develop, and maintenance of digitised HR and payroll processes, to drive efficiency and accuracy
- Administering and maintaining the HR information system (HRIS) to ensure data accuracy, integrity, and security
- Ensuring the HRIS is up-to-date by implementing necessary system updates and upgrades to enhance functionality and improve the user experience
- Partnering with the Digital Services team to address and troubleshoot technical issues that arise within the HRIS environment, enabling smooth system operations
- Monitoring and ensuring adherence to data protection regulations in all HRIS-related processes and in the handling of employee information
- Assisting in the integration of new software or modules into the existing HRIS as organisational needs evolve
- Regularly monitoring HRIS performance metrics, identifying and suggesting enhancements that can improve system efficiency and user satisfaction
- Analysing processes to support the configuration and implementation activities to align the relevant systems and approach to payroll
- Identifying and documenting current payroll processes, pinpointing gaps and inconsistencies that may hinder alignment with the new system requirements.
- Work closely with P&C, finance, and IT teams to understand their specific payroll needs and translate them into actionable system configuration requirements
- Providing backup and support in administering payroll

You are successful when
- All HRIS data is consistently accurate and up-to-date, meeting internal standards for quality and compliance
- HRIS operations consistently align with current data protection regulations, minimising any compliance risks
- Collaboration with the Digital Services team results in prompt resolution of technical issues, with minimal downtime and smooth system operations

- Suggested improvements and system integrations are well-received by stakeholders, contributing to HRIS efficiency
- Potential issues in process alignment are anticipated and addressed early through regular testing and feedback loops with stakeholders
- Payroll processes are effectively aligned with system capabilities, reducing errors and enhancing efficiency

Training and Support

You are responsible for

- Providing ongoing technical support and training to People and Capability (P&C) team members, and other users, on system functionalities and best practices to maximise system usage
- Developing and delivering resources to support end-user proficiency and effective system utilisation
- Keeping up to date with system improvements and upgrades to ensure we are optimising our use of the HRIS
- Advocating for and enabling employee self-service via MyAlpine (HRIS)

You are successful when

- The P&C team and users receive timely and effective technical support, with positive feedback on training and system usability
- HRIS upgrades and maintenance are carried out seamlessly, with minimal disruption to end-users and system performance is improved
- Documentation of configuration changes and process updates are clear, providing transparency and training is available for end-users

Reporting and Data Analysis

You are responsible for

- Developing, generating, and managing HRIS reports to assist in HR decision-making processes, ensuring data accuracy, relevance and timeliness
- Monitoring system performance metrics and suggesting improvements where necessary
- Interpreting system data to inform HR metrics and performance indicators

You are successful when

- Reports generated from the HRIS are accurate, easy to interpret, and support timely HR decision-making

(Occasionally you may be required to work outside of your usual work hours for events, however, you will be compensated accordingly).

What You Will Bring:

Education & Qualifications	Essential	Desirable
• NCEA Level 3	✓	
• Tertiary qualification in information systems, computer science, business administration, HR management, or similar; or relevant equivalent experience		✓
Knowledge, Skills & Experience	**Essential**	**Desirable**
• A minimum of 3 years experience as an HRIS administrator or similar	✓	
• A minimum of 3 years experience administering payroll	✓	
• Exceptional ability to collaborate, provide technical support, and to train staff	✓	
• Previous experience using or implementing ELMO HR software		✓
• Exceptional interpersonal and communication skills, with the ability to communicate effectively with both technical staff and non-technical users	✓	
• Detail-oriented, strong analytical skills, and demonstrate a proactive approach to problem-solving	✓	
• Ability to keep up with innovation and trends in HRIS Administration	✓	
• Experience in performing diagnostic tests and audits, as well as documenting processes	✓	
• Advanced proficiency in database management and security, as well as running SQL queries		✓
• Extensive experience in analysing HRIS performance metrics and improving processes		✓

What We Expect

Health & Safety
- Actively participating in health and safety (H&S) responsibilities outlined in Alpine's H&S Management Programme
- Following all established work procedures with regard to the requirements for H&S, including the use of PPE
- Identifying and reporting hazards
- Adhering to all H&S practices and rules
- Actively promoting and supporting health and safety, and wellbeing initiatives

Continuous Improvement
- Taking the initiative to improve work practices and to get the best possible outcome
- Looking for opportunities to improve systems, processes and work practices – both within your own position and our company as a whole
- Participate in MBUs, both within in your own team and across AEL

Customer Excellence
- Acting as an ambassador for AEL, going above and beyond to always provide both internal and external customers with exceptional service - approachable, interested and friendly
- Treating everyone with respect – taking time to listen, learn and understand. Problems and complaints are acknowledged, solutions identified and promptly acted upon
- Taking responsibility for the achievement of the organisational levels of service, measures, and targets as they relate to the role

Teamwork
- Working together as one team
- Willingly sharing your knowledge and experience
- Open, honest, considerate, and respectful communication
- Demonstrate positivity and respect and support and care for your colleagues.
- Demonstrate initiative and commitment to team objectives
- Actively participating in group activities
- Being open and receptive to change
- Positive response to requests for assistance from within your own team and other teams; demonstrating adaptability and willingness

Performance & Development
- Taking a full and active role in Performance Development Plan discussions with your manager (prepares, participates, follows through). Identifying and following through on opportunities for personal and professional development
- Demonstrating commitment to up-skilling and further developing specialist knowledge and best practice initiatives
- Participating in training opportunities with an open mind

Civil Defence Emergency Management
- Assisting AEL in preparing for and responding to an emergency
- After establishing the safety of members of your household, you may be assigned duties to assist AEL in an emergency

Personal Accountability
Being a positive role model and promoting AEL favourably.
- Be approachable, personable, willing, and consistent
- Contribute proactively through empowering our communities
- Work within and contribute to all AEL policies and standards

Other Duties
Occasionally you may be required to undertake duties in addition to those outlined, but of which fall within your capabilities and experience.

Employees are expected to carry out such other duties and responsibilities as may be requested from time to time by their supervisor or manager which are generally consistent with the objectives of the position.

Our Vision — Empowering our Community

Our Purpose — We deliver secure and reliable energy while innovating for our future

Our Values

Safety — We value health & safety always

Integrity — We are honest and sincere; we mean what we say and say what we mean

Accountability — We accept responsibility

All built on a foundation of RESPECT

_____   _____
Manager   Date

_____   _____
Position Holder   Date