



## Advisor – HR/OD

Direct Reporting Manager	Director, Organisation Development, Property and Legal
Location	Wellington
Tenure	Permanent
Delegated Financial Authority	Nil
Last Reviewed	May 2017

### Organisational Statement

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Education New Zealand's purpose is to take New Zealand's education experiences to the world for enduring economic, social and cultural benefits.

Education New Zealand (ENZ) aims to help our industry achieve growth through our research and marketing programmes, collaboration with our international education partners, our involvement in student recruitment and business development initiatives.

### Team Purpose

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The purpose of the HR/OD team is to:

- Develop and enhance ENZ's capability through the management of savvy recruitment and selection practices, performance management, organisational development, change management, learning and development, remuneration and retention;
- Contribute to ENZ's culture by supporting and promoting key initiatives across ENZ;
- Leverage effective and sustainable relationships and networks with key external stakeholders, and in particular, NZ Inc agencies as well as contributing to education-wide meetings and programmes across the wider education sector;
- Manage ENZ's properties globally in partnership with Ministry of Foreign Affairs (MFAT) and NZ Trade and Enterprise (NZTE); and
- Provide a safe and healthy work environment for all staff through safety and well-being awareness programmes and initiatives across ENZ.

### Role Purpose

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The Advisor – HR/OD is responsible for:

- Providing expert advice and guidance on HR systems, procedures and processes to ENZ managers; and
- Managing the development, implementation and coordination of specific HR programmes and projects in support of ENZ's strategy and business goals.

## Relationship Management

Internal	<ul style="list-style-type: none"> <li>• Direct accountability to Director, Organisation Development, Property, Legal</li> <li>• Liaison and strong working relationships with             <ul style="list-style-type: none"> <li>○ General Managers</li> <li>○ Chief Executive</li> <li>○ Finance Manager</li> <li>○ Level 3 Managers</li> <li>○ ENZ staff (NZ and international)</li> </ul> </li> </ul>
External	<ul style="list-style-type: none"> <li>• Liaise with and maintain effective and relevant working relationships with entities including:             <ul style="list-style-type: none"> <li>○ Government agencies, particularly HR practitioners in NZ Inc,</li> <li>○ Remuneration specialists in NZ Inc to build understanding of their remuneration practices and sharing of remuneration information.</li> <li>○ Hay Associates</li> <li>○ International key stakeholders including offshore post staff and managers</li> <li>○ Local employment lawyers offshore</li> </ul> </li> </ul>

## Key Accountabilities for this position

Employment Relations	<ul style="list-style-type: none"> <li>• Provide advice, guidance, coaching and support to managers on employment relationship matters including but not limited to:             <ul style="list-style-type: none"> <li>▪ restructuring/change management</li> <li>▪ absence management</li> <li>▪ performance management</li> <li>▪ bullying or discriminatory behaviour</li> <li>▪ employee actions or behaviours (whether at work or outside of work) which bring ENZ into disrepute</li> <li>▪ clarification of terms and conditions of employment</li> <li>▪ termination of employment</li> <li>▪ breach of organisational policy</li> <li>▪ parental leave</li> <li>▪ flexible working arrangements</li> </ul> </li> </ul>
International Human Resource Management	<ul style="list-style-type: none"> <li>• Draft and implement fixed term and permanent employment agreements for International based staff</li> <li>• Recommend and implement changes/variation to terms and conditions of employment for International based staff</li> <li>• Liaise with local employment lawyers on all employment related matters including employment agreements, variations and legislative requirements for the locations.</li> <li>• Liaise with post staff including any international staff appointments, remuneration reviews, transfers and terminations.</li> </ul>



<p>Performance &amp; Development</p>	<ul style="list-style-type: none"> <li>• Design and facilitate workshops to managers and staff on ENZ's performance development process</li> <li>• Provide coaching, advice and support to managers on performance planning and review and professional development processes (includes assistance with setting performance objectives, key performance indicators, giving feedback to staff, etc)</li> <li>• Provide advice and support to managers on the implementation of performance improvement processes with non-performing employees as required</li> <li>• Assist with monitoring of managers' implementation and completion of the performance review and planning processes and promote and assist with their completion in a timely manner</li> <li>• Provide and monitor progress of work plans (mid year and end year reviews and professional development)</li> </ul>
<p>Remuneration</p>	<ul style="list-style-type: none"> <li>▪ Assist with the management of the remuneration review process for ENZ.             <ul style="list-style-type: none"> <li>▪ Provide advice and guidance to managers on the annual remuneration review process</li> <li>▪ Review and update the ENZ Remuneration framework</li> </ul> </li> </ul>
<p>Reporting</p>	<ul style="list-style-type: none"> <li>• Assist with the management of the Service Level Agreements and Fee Schedules for MFAT and NZTE on an ongoing basis and ensure both internal and external stakeholders are kept up-to-date</li> <li>• Assist with the management of the exit interviews process, providing the analysis trends and any issues that emerge from the interviews</li> <li>• Assist with the payroll checking process.</li> <li>• Analyse HR information and data and advise on key trends and issues for HR and ENZ reports as required.</li> </ul>
<p>Recruitment</p>	<ul style="list-style-type: none"> <li>• Manage the recruitment process, providing advice and coaching where necessary and being a member of the interview panel for roles when required</li> <li>• Provide advice and guidance to managers including but not limited to workforce planning, online advertising, selection criteria, interviews, reference checking</li> <li>• Provide advice and guidance to managers to ensure ENZ recruits, develops and retains the capabilities required</li> <li>• Prepare employment offers including terms and conditions of employment</li> <li>• Ensure the appropriate induction and orientation process is carried out for new employees</li> <li>• Support the ENZ's NZ Inc day</li> </ul>






<p>Human Resources frameworks, policies and procedures</p>	<ul style="list-style-type: none"> <li>• Contribute to the development, implementation, communication and monitoring of frameworks, policies and procedures across the full range of human resources functions and services being delivered to ENZ's managers and staff</li> <li>• Review and implement ENZ's human resources policies, processes and practices to ensure:             <ul style="list-style-type: none"> <li>▪ compliance with current New Zealand/International legislation</li> <li>▪ relevant contribution to achievement of the ENZ's strategies and goals</li> <li>▪ ENZ's reputation as an employer of choice.</li> </ul> </li> </ul>
<p>Professional Behaviour</p>	<ul style="list-style-type: none"> <li>• Work collaboratively as part of ENZ. This requires the incumbent to be decisive, take initiative and explore options but to also accept collective responsibility for decisions made.</li> <li>• Lead and model the ENZ "Ways of Working" (WOW) with the rest of the organisation</li> <li>• Promote the purpose, WOWs, beliefs of ENZ including good employer principles and practices and high standards of integrity, trust and behaviour in all operations of the business</li> <li>• Create and maintain corporate information to high standards to ensure we can meet our reporting obligations.</li> </ul>
<p>Safety and Wellbeing</p>	<ul style="list-style-type: none"> <li>• Take reasonable care for his or her own health and safety</li> <li>• Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other people</li> <li>• Comply, so far as reasonably able, with any reasonable instruction that is given to them by ENZ to allow ENZ to comply with the law</li> <li>• Cooperate with any reasonable policy or procedure of ENZ relating to health or safety in the workplace that has been notified to staff.</li> </ul>

### Key skills and experience required

- A tertiary qualification and professional achievement in business or human resources management or related discipline
- Previous experience as an intermediate/senior HR practitioner
- Experience in the initiation and implementation of human resources policies, procedures and capability development initiatives
- Sound knowledge of current principles, best practice in at least two of the following areas: employment relations, recruitment and selection, remuneration, performance management, change management, organisational development, learning and development, and health and safety
- Sound knowledge of current employment legislation and awareness of international HRM issues.
- Excellent interpersonal, written and oral communication and presentation skills
- Excellent skills in planning, organisation, prioritising
- Proven ability to work and deliver under pressure when required
- Sound analytical research and problem solving skills
- Capable and willing to work with a variety of electronic processing systems and databases

- Knowledge and understanding of key Maori, disability and other cultural and human rights concepts, including the Treaty of Waitangi and equal employment opportunities
- A proven ability to apply the utmost discretion in dealing with sensitive issues and managing confidential personal information
- Common sense and sound, practical judgment
- A willingness to contribute to a constructive, positive and collaborative work environment
- A firm commitment to supporting and enhancing the reputation of ENZ.

## Our Ways of Working

	<p>Be rich in ideas and confident in the team’s ability to turn them in to realities. Be courageous. Constantly challenge what’s gone before and help shape what’s coming.</p>
	<p>Get involved. Be inclusive. Respect opinions, relish feedback. Listen, really listen. Discuss. Understand. Refine. You are restricted by the limitations of what you know. But, with an open mind, those restrictions disappear.</p>
	<p>Know that we are amongst the most knowledgeable, passionate and innovative people in our industry. Each of us is talented. But together, we are world class. It’s through our individual actions that we’ll find success together.</p>

## Additional Competencies

Business Acumen	Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organisation.
Global Business Knowledge	Understands business on a global scale; understands what works in many countries; understands what’s different from country to country; understands global differences in customers; understands that different laws and regulations govern global business; is learning agile; understands that different approaches work in different places.
Cross-Cultural Agility	Knows how to work the local culture; is not afraid of committing to a course of action to get started; has the courage of his/her convictions; understands the need for flexibility; won’t let unresolved issues drift; engages in-country locals in dialogue about how to get things done; is willing to start something and make adjustments along the way; is not afraid to try something never done before; will advocate with the home office for a locally driven initiative.



Integrity and 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.
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.
Innovation Management	Is good at bringing the creative ideas of others to market; has good judgement about which creative ideas and suggestions will work; has a sense about managing the creative process of others; can facilitate effective brainstorming.
Motivating Others	Creates a climate in which people want to do their best; can motivate many kinds of team or project members, empowers others; seeks input from peers and shares ownership and visibility; makes each individual feel his/her work is important; is someone people like working for and with.
Peer Relationships	Can quickly find common ground and solve problems for the good of all; can represent his/her own interests and yet be fair to other groups; can solve problems with peers with a minimum of noise; is seen as a team player and is cooperative; easily gains trust and support of peers; encourages collaboration; can be candid with peers.