

UNIVERSITY OF OTAGO
ŌTĀKOU WHAKAIHU WAKA

JOB DESCRIPTION

ROLE TITLE: HR Adviser

DEPARTMENT: HR Divisional Advice & Support

SCHOOL/DIVISION: Human Resources Division

REPORTS TO: Divisional HR Manager

DIRECT REPORTS: Nil

INDIRECT REPORTS: Nil

1. PRIMARY PURPOSE OF THE ROLE:

The main purpose of the position is to assist the Divisional HR Manager to provide generalist HR advice and support to clients within the client group. This will involve the provision of HR technical guidance and support on a range of issues including change management, disputes resolution, personal grievances, recruitment and selection, management of conduct and capability, training and development, health and safety support and effective implementation of HR policies, procedures and best practice.

The HR Adviser is the primary contact for clients in the client group. This position will also undertake projects and/or policy development relevant to the client group.

2. ACCOUNTABILITIES:

Main objectives

- To proactively provide HR advice and support.
- Assist with the implementation of HR policies and procedures.
- Provide support to the Divisional HR Manager.
- Have an understanding of the principles and the articles of Te Tiriti o Waitangi (the Treaty of Waitangi), and a commitment to their application as expressed in the University's Māori Strategic Framework.

3. KEY TASKS:

Provision of Advice and Support

- Responds promptly and effectively to all enquiries made by clients.
- Maintains adequate documentation of enquiries received and the responses provided.
- Ensures consistency of advice and support to clients and alerts Divisional HR Manager of any issues identified.
- Assists the Divisional HR Manager with the implementation of policies and procedures.
- Escalates issues to Divisional HR Manager as appropriate.

- Assists other staff within the HR Division with information and advice about work being undertaken with the client group.
- Maintains accurate information and records and provides information, as required for statistical reporting purposes.
- Capability to research relevant information and prepare written proposals, options papers and reports for Senior Management.

Recruitment and Selection

- Liaises with the Recruitment Team to ensure that recruitment and selection processes within the client areas are managed effectively.
- Assists with interviews, as and when required.
- Provides advice and support to HR Administrators and Recruitment Administrators on complex issues.
- Support the implementation of exit questionnaires and exit interviews.

Employment Agreements

- Maintains a working knowledge of employment agreements, policies, procedures and guidelines in order to interpret provisions and provide advice to departments on matters including appointments, reappointments, transfers, allowances, parental leave, change management and resignations.

Change Management

- Responsible for implementing change management policies and processes.
- Contributes to the development and implementation of change management strategies in response to organisational requirements.
- Advises senior stakeholders on change management implications of organisational decisions/options.
- Leads or assists Divisional HR Manager on mediation or adjudication issues affecting the client group, including representing University management in formal dispute resolution, as required.
- Acts as a key internal change agent within HR Division and the client group.

HR Databases

- Effectively utilise the HR databases, ensuring a high level of accuracy.
- Providing information from databases to departments, as required.

HR Division Support

- Contribute towards customer focused quality HR initiatives and operational efficiencies.
- Assist with researching best practise and legislation matters.
- Identify any quality improvement measures in regards to policies, procedures, guidelines and service to clients.
- Assist with the compilation and maintenance of procedures.
- Assist with HR Projects, e.g. research and provide information, maintain current documentation, assist with implementation.
- Other tasks as requested e.g. projects.

Workplace Values, Health and Wellbeing:

- Exemplify in practice and promote the University core values - Kā Mātāpono / Our staff values.
- Encourage a culture in which wellbeing, health and safety is a high priority for staff and students on campus.
- Assist with the delivery of the goals of the University's Māori Strategic Framework (MSF).
- Coordinate on-site rehabilitation and injury management under the direction of the H&S Team.
- Promote excellence in health and safety management, and implement injury prevention/wellbeing initiatives from the H&S Team.

4. KEY RELATIONSHIPS:

Internal

- Senior Leaders in the client portfolio.
- Academic and professional staff.
- Advisory and operational support services e.g. Finance Advisory, Administration, IT.
- HR Division colleagues.
- Other University Divisions.

External

- Te Whatu Ora Health New Zealand: HR counterparts; and relevant Group Managers (where relevant).
- Unions.
- Other tertiary institutions.
- Government institutions, agencies e.g. MBIE.

5. QUALIFICATIONS AND EXPERIENCE:

- Well-developed understanding of Human Resources processes, procedures, policies and guidelines.
- Experience in a generalist Human Resources environment desirable, ideally gained in a complex organisation.
- Knowledge of New Zealand employment related legislation and its application is essential.
- A Bachelors degree, preferably in Human Resources Management or Management, is desirable.
- Commitment to providing excellent customer service to internal and external clients and an ability to establish networks and relationships.
- Excellent team and interpersonal skills, including a level of comfort with challenging situations.
- Excellent technical skills in Word, Excel and relational databases.
- A strong command of formal, grammatical, written English.
- Administrative experience in a wide variety of areas.
- Sound analytical and organisational skills.
- Ability to work independently.
- Ability to exercise sound professional judgement.
- An eye for detail and an ability to maintain a very high level of accuracy.
- Excellent organisational skills, such as time management and prioritising.
- Proven conflict resolution skills.

- Ability to work in a challenging environment, in a flexible manner.
- Comfortable with change.
- Ability to show appropriate initiative and to know when to refer matters to a higher level.
- Ability to relate well to senior members of the University.
- Understanding of and commitment to equity issues.
- An understanding of and sympathy with the academic culture of the University is desirable.
- Ability to maintain strict confidentiality.

6. DIRECT BUDGET ACCOUNTABILITY:

Nil

7. MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

8. PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

9. HEALTH & SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

10. SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

11. EQUITY AND DIVERSITY:

Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.