

POSITION DESCRIPTION

TITLE OF POSITION: Human Resources Advisor	
REPORTS TO: Human Resources Manager	DATE: April 2016

PURPOSE OF POSITION:

1. Assist the HR Manager in providing professional human resource management services to management and staff of Vehicle Inspection New Zealand Ltd (VINZ). VINZ is established to be a major national provider of vehicle testing in New Zealand.
2. Promote HR best practices throughout VINZ.
3. Support, guide and coach the staff in relation to all HR Management services and/or in any other matter for the delivery of its services.
4. Ensure equal employment opportunity principles are contained within VINZ processes.
5. Carry out any other duties that may be required from time to time.

KEY RESULT AREAS

1. Human Resources Management
2. Human Resources - Processes
3. Employee Records & Human Resource Management Systems
4. Organisational Development
5. Learning and Development
6. Employee Relations
7. Remuneration Strategy
8. Recruitment & Selection
9. Occupational Health & Safety
10. Working in a Healthy and Safe Way
11. Risk Management
12. Customer Service Relationships
13. Personal Development

ACCOUNTABILITIES

1. Human Resource Management Services

Assist the MR Manager with HR activities to ensure legal obligations are met, be cost-effective, proactive and business focused operating within the principles of VINZ.

Key Outcomes

- Assist in the preparation of an approved an HR Strategic plan aligned to VINZ Strategic Plan.
- Compliance with relevant legal obligations relating to employment law.
- Assist in keeping the company personnel policy and procedures up to date and accurate.
- Delegations and authorisations are provided for as specified in VINZ policy.
- Take an active participation in the delivery of HR services.
- Enthusiasm and ideas are contributed.
- Human Resources provided in accordance within the principles of VINZ.

Performance Indicators

- Legislative compliance.
- Policy and procedures manual
- Feedback from SLT and senior management.
- Customer/client satisfaction

2. Human Resources - Processes

Provide advice, services and information to management to assist in the achievement of equitable remuneration, effective management of the performance management process and the promotion of a safe and healthy work environment to achieve VINZ goals.

Key Outcomes

- Advice and information provided to management for remuneration purposes.
- Assist the HR Manager to collate data and be submitted for determining labour market relativity.
- Performance management and development review processes and progress monitored.

Performance Indicators

- Accuracy, completeness and timeliness of advice, information and services provided.
- Customer satisfaction.
- Service delivery levels achieved.
- Performance and development review processes utilised in accordance with policy.
- Legislative compliance.
- Loss time statistics.
- Accuracy and completeness of documents and reports.

3. Human Resource Information Management System

Maintain and utilise the human resource management record system to retain confidential data and provide information to meet decision making needs and to meet legal and policy requirements.

Key Outcomes

- Administer the manual and computerised records ensuring personnel files/records are kept strictly confidential and securely maintained.
- Access to the relevant payroll system is restricted and information kept strictly confidential and secure at all times.
- Information and reports provided in accordance with customer requirements and VINZ policy.
- Information affecting payroll is actioned in accordance with the law and VINZ policy.
- Provision of other financial information.
- Continual improvement to best practice standards.

Performance Indicators

- Accuracy, timeliness, completeness and confidentiality of records/files/reports.
- Customer satisfaction.
- Auditors' feedback.

4. Organisational Development

Provide advice, information and assistance with the development and implementation of human resource policies and plans that assist in meeting VINZ goals, plans and objectives. Assist to create and implement staff development programs that support VINZ succession planning objectives and foster a highly effective management and leadership structure.

Key Outcomes

- Assist the HR Manager with the development of policies, plans and procedures for human resources management.
- Provide coaching, facilitation, team development, whole systems analysis, process re-engineering and organisation development services in consultation with HR Manager.
- Initiatives identified and implemented to achieve realisation of VINZ Strategic Plan.
- Knowledge of factors impacting on VINZ and its Strategic/Business Plan.
- Knowledge of trends within current human resource management philosophy maintained.
- Assist the HR Manager with VINZ organisational chart to ensure it is up to date and maintained.

Performance indicators

- Level of knowledge held and its utilisation in developing VINZ plans.
- Level/degree of assistance provided.
- Organisation development services delivered in accordance with VINZ Strategic Plan.
- Customer satisfaction.
- Completeness, accuracy and utility of plans, policies, procedures, charts etc. developed.

5. Learning and Development

Work with the Quality and Technical Services team and assist management through a proactive performance development and review process with the identification of learning and career development needs. Provide advice and services to deliver the programmes required. This to include an induction programme for all new staff.

Key Outcomes

- Individual and corporate training and career development needs.
- Staff and management induction programme up to date, relevant and delivered.
- Learning and development programmes sourced as required with preferred suppliers.
- Training delivered personally if appropriately qualified.
- Training records maintained.
- Develop and monitor a staff induction programme and ensure that it is actioned.

Performance Indicators

- Accuracy, timeliness and completeness of training needs assessment.
- Accuracy, timeliness and completeness of advice/services.
- Staff results and satisfaction.
- Participant satisfaction (particularly with personally delivered training).
- Cost effectiveness of training and training providers.
- Training records complete/accurate.
- Auditor feedback.

6. Employee Relations

Promote effective employee relations by maintaining open communications with all stakeholders and by facilitating human resource best practice methods in line with VINZ plans, goals and objectives.

Key Outcomes

- Individual Employment Agreements (IEA's) are legal and binding.
- Prepare letters of offer and IEA's for approved positions.
- Any personal grievances/disputes allocated are resolved with or without external reference.
- In consultation with the HR Manager attend as Advocate for VINZ on any mediation and/or Employment Relations Authority hearings.
- Prepare Statement of Problem and/or Statement of Reply for any potential hearings as and when required.
- Key relationships fostered and maintained.
- Managers informed of rights, obligations and responsibilities in the employment relationship.

Performance Indicators

- Accuracy, timeliness and completeness of employment agreements.
- Compliance with policy and legal requirements.
- Effectiveness of communication.
- Impact resulting from personal grievances and industrial disputes.
- Customer satisfaction.
- Degree of assistance provided.
- Cost effectiveness.

7. Remuneration Strategy

Assist the HR Manager with the Strategic Pay job evaluation process to ensure that VINZ pay scales are in line with company policy so that remuneration paid is aligned to general market movements with organisations of similar size and industry match.

Key Outcomes

- Assist with Strategic Pay job evaluations completed for all positions.
- Assist with the Strategic Pay Remuneration Surveys.
- Provide effective and efficient administration of the remuneration process.
- Provide advice and relevant information to senior management in relation to remuneration data recognising the degree of confidentiality associated with the information held.
- Report to HR Manager on results of each remuneration survey and identify any market movements.
- Records maintained as necessary.

Performance Indicators

- Accuracy, timeliness and completeness of assistance/advice/process.
- Compliance with policy and legal requirements.
- Confidentiality maintained.
- Effectiveness of communication.
- Records complete and accurate.

8. Recruitment and Selection

Provide advice and services to assist management with the recruitment and selection of employees' best suited to the needs of the VINZ in accordance with VINZ policy and legislative requirements.

Key Outcomes

- Job analysis and position descriptions are completed and up to date for all positions.
- Provide effective and efficient administration of the entire recruitment process.
- Advertising targeted to achieve effective recruitment results.
- Service provided to assist with the selection process including shortlisting candidates, arranging interviews, interviewing candidates, reference checking and associated services.
- Psychometric testing arranged if required and/or personally carried out if certified.
- Records maintained as necessary.

Performance Indicators

- Accuracy, timeliness and completeness of assistance/advice/process.
- Compliance with policy and legal requirements.
- Effectiveness of communication.
- Customer satisfaction.
- Records complete and accurate.
- Cost effectiveness of recruitment process including advertising.

9. Occupational Health and Safety

As part of VINZ Health and Safety Policy provide organisational coordination and implementation of all its policies and procedures promoting good health and well-being ensuring it is maintained through safe work practices.

Key Outcomes

- Actively promote compliance with all requirements of the Health and Safety at Work Act 2015 and VINZ Health and Safety Operational Policies and Procedures.
- Working with management and payroll administration to confirm and acknowledge work-related accidents are being reported.
- Assist the HR Manager with combined monthly statistical Board report.
- Provide and maintain Health and Safety Manuals/Booklets and staff information.
- Assisting payroll in preparing and processing financial budgets and records associated with VINZ health and safety process.
- Assisting payroll in administering work related accident claims, files and supporting documentation.
- Working with Payroll to ensure that management is informed of any claims. Progress. Issues and risks.
- Assisting with documentation for the ACC renewal process.
- Assisting Payroll when required.

Performance Indicators

- Loss time.
- ACC claims.
- MBIE - OSH requirements – Hazard register.
- Policies and procedures complied with and compliance checks completed.
- All work related accidents reported and monitored.
- Any safety manuals, registers and safety booklets pamphlets are current.

10. Working in a Healthy and Safe Way

Ensure good health is maintained through safe work practices.

Key Outcomes

- Awareness of ones physical capabilities.
- Be responsible for your own health and safety at work in accordance with the Health and Safety at Work Act 2015 and in conjunction with VINZ occupational safety and health policies and guidelines as modified from time to time.
- Early situation of any health related symptoms report to the HR Manager as appropriate.

Performance Indicators

- Maintain a general level of fitness to reflect nature of the work.
- Use ergonomic equipment as provided.

11. Risk Management

Systematically applies risk management policies, procedures and practices to the identification, analysis, evaluation, treatment and monitoring of those risks that could prevent VINZ from achieving its strategic or operational objectives or plans or from complying with any legal obligations.

Key Outcomes

- Projects, policies and procedures include clear reference to applicable risks.
- Identified risks and their assessment, control, treatment and recorded.
- Management of risks reported to HR Manager.
- Risk Management regularly discussed at staff meetings
- All legal obligations are complied with.

Performance indicators

- Risks identified managed and recorded.
- Compliant.

12. Customer Service Relationships

Provide professional services to all customers, meeting or exceeding the service delivery standards set by VINZ or expected by each customer.

Key Outcomes

- Excellent customer service is provided at all times
- A positive, friendly and professional attitude is demonstrated
- Inquiries and telephone calls are responded to promptly
- A team approach is adopted to aid co-operation with customers and colleagues
- Arrangements are made for service delivery in your absence
- Any customer transaction histories are updated.

Performance Indicators

- Customer feedback
- Promptness and manner of telephone service
- Efficiency and accuracy of inquiries answered
- Audits of correspondence, voicemail etc.

13. Personal Development

Proactively involve yourself in self-improvement programmes.

Key Outcomes

- On-going education, knowledge and skills are acquired and updated.
- New skills are demonstrated and new responsibilities accepted.
- Personal development is reviewed annually in consultation with the HR Manager.
- Responsibility is taken for your own health and safety at work
- Commitment to continuous improvement methods and to increasing customer service is demonstrated.

Performance Indicators

- New skills/knowledge demonstrated by use.
- New projects completed.
- Time spent in training and development.
- Participation in Health and Safety seminars and training sessions.

DISCRETIONARY DECISION MAKING

Provide senior management and staff with information and advice on any human resource management issues in line with human resources best practices, VINZ policy, goals and objectives and legislative/contractual requirements. Act as advocate for collective (if any) and/or individual bargaining and in personal grievances and dispute resolution. Advice provided may impact on VINZ significantly in terms of costs and VINZ image. Following detailed research by the HR Advisor a recommendation is made to the HR Manager with whom the final decision is made. The impact of that decision rests entirely with the HR Manager.

AUTHORITIES

Amount of discretionary spending within budget on any single contractual item without reference to HR Manager	\$500.00
Authority to approve capital expenditure or to commit to long term contracts.	No
Able to assist managers to recruit without reference to the HR Manager	Yes
Able to approve overtime or time in lieu	No
Able to assist managers with the discipline of direct reports within established procedures in consultation with the HR Manager	Yes
Able to dismiss staff without reference to CEO	No

RELATIONSHIPS

EXTERNAL TO ORGANISATION

Accident Compensation Commission
 MBIE – WorkSafe, Mediation Service and Employment Relations Authority
 Solicitors
 Consultants
 HRINZ
 EMA
 MITO
 NZTA

INTERNAL TO ORGANISATION

CEO
 Financial Controller
 Payroll
 National Manager – Delivery
 National Manager - Commercial
 Branch Managers
 Quality & Technical Specialists
 Quality & Technical Services Manager
 Auckland & Dunedin Certification Managers
 General Staff

COMMITTEES/GROUPS

VINZ Board members

IDEAL PERSON SPECIFICATION

	ESSENTIAL	PREFERRED
EDUCATION	Diploma in Business Studies (Human Resource Management or social Sciences e.g. Industrial/organisational Psychology	Bachelor's degree in Human Resource Management or similar. HRINZ - Member of the Human Resources Institute of NZ.
EXPERIENCE	5+ years' work experience in a generalist human resource position.	Automotive industry sector experience. HRIMS & payroll experience.
SPECIAL SKILLS	<p>Cultural – A demonstrated commitment to and understanding of other social, religious and values of different cultural and ethnic groups in NZ.</p> <p>Analysis – secures relevant information, identifies key issues/relationships and compares data from different sources.</p> <p>Communication – expresses ideas effectively using language and terminology to suit the audience.</p> <p>Customer Service – proactive in developing customer and staff relationships. Understands customer and staff requirements.</p> <p>Initiative – makes active attempts to influence events to achieve goals, self-starting, take action and be proactive.</p> <p>Negotiation – explores alternatives, reaches outcomes that gain all parties acceptance.</p> <p>Work management – establishes course of action for self, plans assignments and allocates appropriate resources.</p> <p>Teamwork – works effectively with others, respects needs and contributions of others, contributes to and accepts consensus.</p> <p>Creating Future Direction Assist in achieving a desired future state through helping others see and emotionally feel how things can be different and better by:</p> <ul style="list-style-type: none"> - understanding the environment including stake holder needs - assisting with defining desired future state - communicating vision and values with enthusiasm - anticipating reactions - gaining commitment - proactively developing relationships - anticipating and providing solutions. 	

Performance Management

Establish performance/development goals, coach performance, provide training and facilitate the development of others knowledge and skills, evaluate performance and provide timely feedback and guidance by:

- translating vision, values, goals and strategies into specific measurable outcomes
- seeking and reaching agreement on critical tasks, outcomes defining and agreeing performance standards, measures and indicators
- using relationship skills effectively
- providing appropriate resources
- measuring performance
- providing immediate and specific feedback..

Skilful Use Of Influence

Guide others towards goal achievement by:

- maintaining and enhancing individuals self esteem
- listening and responding with empathy seeking help and involving others
- sharing thoughts, feelings and rationale
- knowing needs of audience
- using appropriate interpersonal style and language
- selecting appropriate influence strategy
- anticipating reactions and having plans to deal with them
- gaining commitment

Managing Change

Is able to recognise the need for and manage change by:

- analysing the environment
- using knowledge of systems, situations, procedures and culture
- perceiving the impact and implications of decisions on the organisation and others
- taking action to solve issues
- using appropriate change strategies
- managing paradox and ambiguity

Human Resource Development

Provide professional support in determining the most effective organisation and job structure to maximise opportunities for empowerment, continuous improvement and flexibility by:

- identifying needs and opportunities
- allocating decision making authority effectively utilising subordinates time, skill and potential
- planning development opportunities
- creating the environment for success
- managing performance
- creating realistic and positive expectations
- coaching and mentoring

POSITION DESCRIPTION PREPARED BY:
David Law, Human Resources Manager

POSITION AUTHORISED BY:
Gordon Shaw, CEO

HUMAN RESOURCES AUDIT BY:
David Law, Human Resources Manager

CURRENT JOB HOLDER:

DATE: April 2016