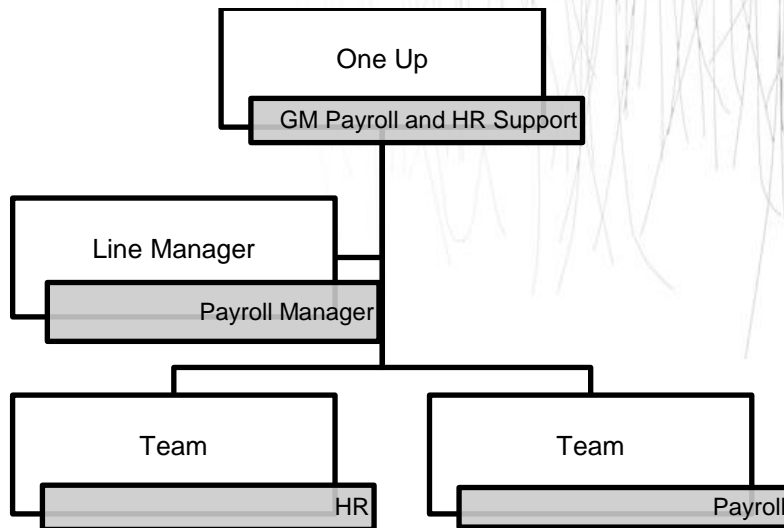


## POSITION DESCRIPTION

<b>Position:</b>	[ HR Information Officer ]	
<b>Responsible To:</b>	[ Payroll Manager ]	
<b>Location:</b>	[ Rotorua & Taupo ]	
<b>Functional Relationships:</b>	<b>Internal:</b> HR Admin Support HRMIS Support Officer Payroll Manager Payroll Officers HR Team H&S Team Recruitment team Service Managers Line Managers All Staff All Departments	<b>External:</b> [ Central TAS Strategic Pay ]
<b>Financial Delegations:</b>	Nil	
<b>Date:</b>	[ January 2025 ]	



**Primary purpose(s) of the position**

- [ To ensure HRMIS maintenance is completed efficiently and in a timely manner with an excellent accuracy.
- To operate as HR portal to ensure staff queries are responded to or forwarded to the appropriate member of the wider HR team in a timely fashion and with high accuracy.
- To provide timely and accurate support to the wider HR team and their clients in respect of HRIS reporting, benchmarking and analysis.

- To provide monthly/ quarterly/ annual or ad hoc reporting as required and develop systems to ensure reports are available and easily accessible to those in need of the information.
- To ensure employee files are maintained and filing is kept up to date.
- To provide HR administrative support to GMHR, L&D and HRC's as required.

Key Objectives	Description	Expected Outcomes
<b>HRMIS Maintenance &amp; Administration</b>	Maintain all HRMIS modules with accurate employee data and administer HRMIS	<ul style="list-style-type: none"> <li>• Employee data is maintained within the appropriate module and appropriate timeframes</li> <li>• Correct interpretation and implementation of MECA agreements is completed within required timeframes</li> <li>• Work with HRMIS System Support to ensure table updates, configurations are completed as needed</li> <li>• Work with HRMIS System Support for system updates and developments and communicate as appropriate to affected users.</li> </ul>
<b>HRMIS Reporting</b>	Provide appropriate and timely monthly/ quarterly/ annual and ad hoc reporting from HRMIS data	<ul style="list-style-type: none"> <li>• Relevant and timely reports from HRMIS are provided, as required</li> <li>• Data is summarised and analysed as requested</li> <li>• Information for salary benchmarking within DHBs is provided as required</li> <li>• Monthly report is collated and ready for sign-off within the timeframe required</li> <li>• Monthly records are kept to inform quarterly and annual reports</li> <li>• Quarterly and annual reports are completed within timeframes</li> <li>• Ad hoc reporting is carried out and time is managed to achieve best possible turnaround times</li> <li>• New reporting and data analytics are developed and where possible allowing self-service reports that are easy to use and presented appropriately (eg. Dashboard type reporting)</li> <li>• TAS based online data tool is used as necessary/ appropriate for DHB benchmarking recognising its limitations of timeliness</li> <li>• Support the strategic pay job evaluation system by providing accurate information within appropriate</li> </ul>
<b>HR Administration</b>	Provide an HR portal for employees, managers and other HR clients to request and receive appropriate information	<ul style="list-style-type: none"> <li>• Employee files are created and maintained with appropriate information and supporting documentation</li> <li>• Information requests from managers and employees are responded to in a timely manner</li> <li>• Information requests are forwarded immediately and as appropriate to the correct HR team member to respond</li> </ul>
[ ]	Coordinate the job sizing process	<ul style="list-style-type: none"> <li>• Receive, check and follow-up on job sizing requests</li> <li>• Set job sizing committee meetings</li> <li>• Ensure process is completed with notifications and HRMIS maintenance</li> </ul>
[ ]	Provide HR Administration as required	<ul style="list-style-type: none"> <li>• Keep HR records/ logs as appropriate</li> <li>• Administer HR processes as requested and appropriate (eg. EREL; staff exit surveys; long service awards; Date driven follow-ups etc.)</li> </ul>
[ ]	General HR Administration	<ul style="list-style-type: none"> <li>• Support L&amp;D administrator as required with HRMIS data entry, reporting, filing.</li> <li>• Support Personal Assistant as required with filing, booking rooms, catering orders.</li> </ul>

Key Objectives	Description	Expected Outcomes
		<ul style="list-style-type: none"> <li>Support HRC's as required with administrative support, eg. typing, mail merge, enveloping.</li> </ul>



Te Ringa Tōmau



Te Ringa Hora



Te Ringa Raupā



Te Ringa Ahuahu

Te Ringa Taurima



Capabilities	Capability Definition	Achievement Indicators
<b>Communication and Personal Interaction</b>  <b>Te Ringa Hora</b>  <i>the open hand (denoting someone who is sociable)</i>	<p>Openly communicates and cooperates with all levels of DHB employees, patients and visitors.</p>	<ul style="list-style-type: none"> <li>Listens actively, absorbs message and responds appropriately.</li> <li>Builds effective working relationships.</li> <li>Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situation.</li> <li>Openly and constructively participates in conversations with all clients.</li> <li>Patients and visitors are appropriately welcomed and treated while within the DHB.</li> <li>Collegiality with team mates and clients.</li> <li>Accepts differences of opinion can occur but these happen respectfully and without any continued animosity.</li> </ul>
<b>Strategy &amp; Performance</b>  <b>Te Ringa Raupā</b>  <i>the roughened hand (symbolising a hard worker)</i>	<p>Spends energy on delivering role requirements and meeting objectives</p> <p>Organises own time to deliver on required tasks and duties</p>	<ul style="list-style-type: none"> <li>Has an energetic approach to work and is self-motivated.</li> <li>Accepts direction and instruction of manager but is able to work effectively without direction or guidance.</li> <li>Organises time and resources effectively.</li> <li>Understands and work towards achievement of the organisation's goals.</li> <li>At work is busy completing work duties.</li> <li>Utilises effective time management strategies to meet duties and works towards achieving objectives in any spare moments.</li> </ul>
<b>Development and Change</b>  <b>Te Ringa Ahuahu</b>  <i>the hand that shapes or fashions something (refers to someone who is innovative)</i>	<p>Accepts change in day to day practices and contributes to decision making of the team</p> <p>Makes suggestions to increase efficiency of the unit.</p>	<ul style="list-style-type: none"> <li>Can adjust behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress.</li> <li>Works with managers and team to make any changes within practices work.</li> <li>Contributes to change processes, offering solution based ideas.</li> <li>Constructively and innovatively makes suggestions to improve process or practices and gain efficiencies</li> <li>Accepts when ideas are not accepted for implementation</li> </ul>
<b>Personal Accountability</b>  <b>Te Ringa Tōmau</b>	<p>Is open with manager and colleagues and open to accepting feedback and critique to improve upon practice.</p>	<ul style="list-style-type: none"> <li>Offers constructive criticism and accepts feedback.</li> <li>Establishes rapport with others and gains their respect while being adaptive in relating to different types of people and situations, to allow improvements to be made.</li> <li>Accepts all feedback and participates in feedback discussions appropriately.</li> </ul>

Capabilities	Capability Definition	Achievement Indicators
<i>the hand that is trustworthy</i>	Looks for and undertakes development activities appropriate for role and career development.	<ul style="list-style-type: none"> <li>• Responds and queries how improvements can be made.</li> <li>• Advises manager wherever issues may be impacting on performance.</li> <li>• Recognises areas that could be improved in own practice</li> <li>• Requests learning and development opportunities to enhance practice in role and/ or to assist where improvements can be made</li> </ul>
<b>Culture and Values</b>  <b>Te Ringa Taurima</b>  <i>the hand that nurtures, encourages, supports</i>	Operates in line with DHB values and expectations and professional codes of conduct.	<ul style="list-style-type: none"> <li>• Demonstrates a commitment to cultural safety by meeting and exceeding the cultural needs of clients/customers/colleagues.</li> <li>• Incorporates the Lakes Way into day to day business activities.</li> <li>• Shows respect for patients, colleagues, managers, and teams.</li> <li>• Utilises the Lakes way philosophy to engage with patients, visitors, and teams.</li> </ul>

Compulsory Requirements	Description	Expected Outcomes
<b>Māori Health</b>	Māori philosophies and values of health are demonstrated in work practice.	<ul style="list-style-type: none"> <li>• Meaningful relationships are established with Te Aka Matua (Rotorua and Taupo Hospitals) and Te Whatu Ora Lakes Maori Health division in the planning and delivery of services.</li> <li>• Practices are consistent with Te Tiriti o Waitangi /The Treaty of Waitangi when working with Māori.</li> <li>• Delivery of safe services for Māori are facilitated by ensuring they can access treatment options and are involved in the planning and delivery of their care.</li> <li>• Māori are enabled to access and participate in cultural activities provided by the Te Whatu Ora Lakes.</li> <li>• A commitment to improving the wellbeing of Māori by increasing cultural knowledge in the Te Whatu Ora Lakes is shown.</li> </ul>
<b>Te Iti Kahurangi</b>	The Lakes Way, Our Place Our Culture	<ul style="list-style-type: none"> <li>• Works within the Te Iti Kahurangi framework and supporting guide document.</li> </ul>
<b>Record Keeping</b>		<ul style="list-style-type: none"> <li>• Complies with the Te Whatu Ora Lakes Corporate Records Management policy to create and maintain full and accurate records.</li> </ul>
<b>Quality &amp; Risk</b>	Patient safety is paramount to the service we deliver at Te Whatu Ora Lakes. This is to be achieved in a clinical governance framework that is culturally responsive and identifies and manages risk and opportunities to improve.	<ul style="list-style-type: none"> <li>• Proactively encourage all staff and lead by example implementing a culture of continuous quality.</li> <li>• Risks that may prevent Te Whatu Ora Lakes from achieving their goals are identified, reported, and managed.</li> <li>• Report and manage risks appropriately.</li> <li>• Put the patient at the centre of all improvement.</li> <li>• Use evidence based improvement methodologies when appropriate for all improvements.</li> </ul>

Compulsory Requirements	Description	Expected Outcomes
<b>Health &amp; Safety</b>	Each individual is responsible for ensuring the safety of themselves, their colleagues, patients and their visitors and to comply with all organisational health and safety policies, procedures and guidelines.	<ul style="list-style-type: none"> <li>Promote Certification where appropriate to showcase quality.</li> <li>Implementation and reinforcement of a proactive healthy work place culture which reflects relevant Te Whatu Ora Lakes policy and legislative requirements.</li> <li>Healthy lifestyles are actively promoted and participated in, within the work area.</li> <li>Employees participate in Health and Safety within areas of work.</li> <li>Health and Safety activities are appropriately documented within specified timeframes.</li> <li>Health and Safety policies have been read and understood and are applied in the workplace.</li> <li>Health and Safety policies are appropriately documented within specified timeframes and incidents are reported immediately.</li> <li>Any opportunities for improving Health and Safety are reported and acted upon in a timely manner.</li> <li>All near misses/incident/accidents are reported to the appropriate line manager within 24 hours.</li> </ul>

**Signatures:**

Line Manager:  
(position description approved): \_\_\_\_\_

Employee:  
(acceptance of position description): \_\_\_\_\_

*(Please also initial all other pages to show acceptance of position description.)*

Person Specification	Essential:	Desirable:
<b>Education and Qualifications:</b>	<ul style="list-style-type: none"> <li>4-5 years secondary education</li> </ul>	<ul style="list-style-type: none"> <li>SQL education</li> <li>Diploma (HR or Office Administration)</li> <li>Diploma (Finance/Payroll/Other transactional profession).</li> </ul>
<b>Experience:</b>	<ul style="list-style-type: none"> <li>3-4 years database administration / maintenance / transactional role.</li> </ul>	<ul style="list-style-type: none"> <li>HRMIS use</li> </ul>
<b>Knowledge:</b>	<ul style="list-style-type: none"> <li>Database mechanisms and workings.</li> <li>Access/SQL relational database reporting</li> </ul>	<ul style="list-style-type: none"> <li>HRMIS systems and interfaces with other systems eg. Financial/payroll systems</li> <li>Job evaluation systems</li> <li>Employment terminology</li> <li>Post negotiation employment agreement implementation processes</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>SQL report creation and running</li> <li>Data analysis</li> <li>Data presentations appropriate to end target</li> </ul>	<ul style="list-style-type: none"> <li>Te Reo Māori</li> </ul>

- 
- Microsoft Excel Intermediate to Expert user
  - Interpret written instructions and query as appropriate.

**Personal Attributes:**

- Customer service focused
  - Affable and polite
  - High attention to detail
  - Self-directed and motivated
  - Logical in decision-making
  - Highly organised
- Non-smoker preferred.
-

## ABOUT TE WHATU ORA LAKES

At Te Whatu Ora Lakes we place the highest value on the health and wellbeing of everyone in our community. As such all healthcare workers are expected to play a part in the creation and promotion of an environment which lives the following vision, mission and values:

### VISION

Healthy Communities – Mauriora! In this vision Mauriora refers to the Mauri - being the life essence and the source of well-being, and ora - describing the state of wellness.

### STRATEGIC MISSION

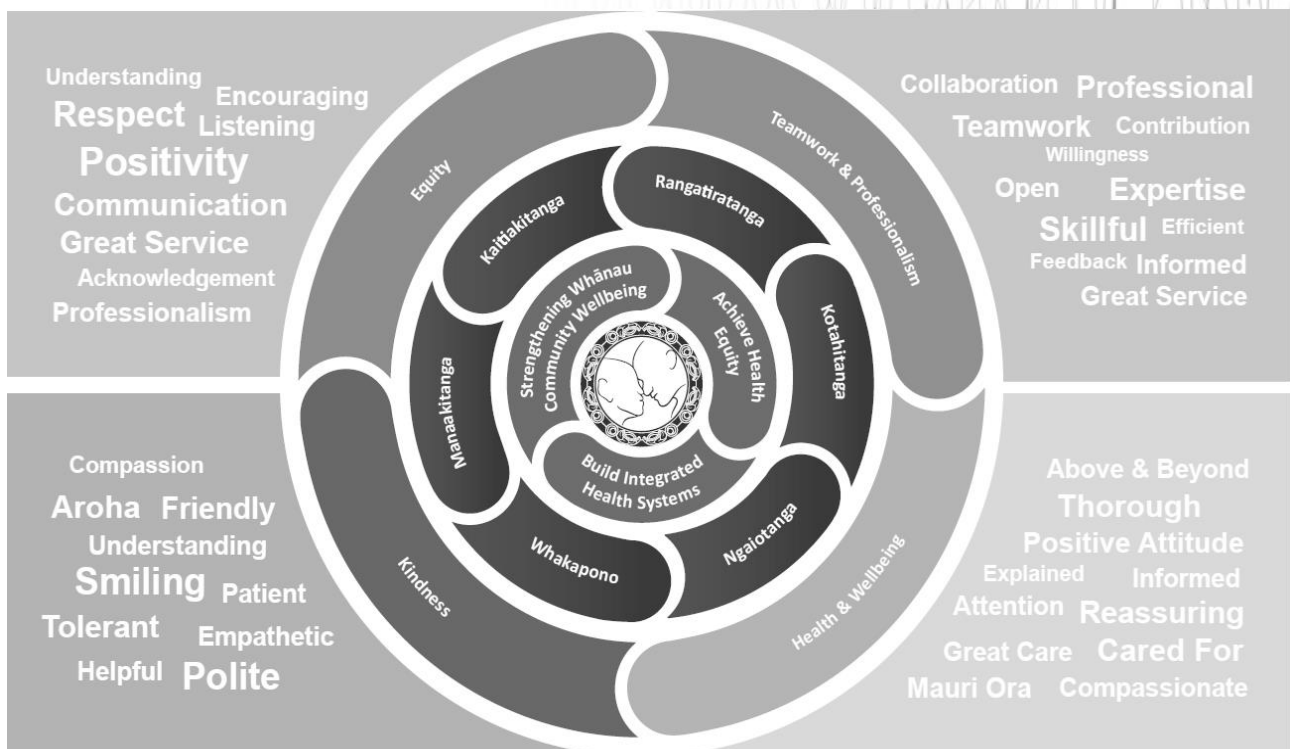


- Achieve equity in Māori health
- Build an Integrated health system
- Strengthen people, whanau & community wellbeing

### THREE CORE VALUES

Manaakitanga	respect and acknowledgment of each other's intrinsic value and contribution
Integrity	truthfully and consistently acting collectively for the common good
Accountability	collective and individual ownership for clinical and financial outcomes and sustainability

### TE ITI KAHURANGI – THE LAKES WAY, OUR PLACE, OUR CULTURE – WE WILL



## TE TIRITI O WAITANGI

### Our expression of Te Tiriti o Waitangi

The text of Te Tiriti, including the preamble and the three articles, along with the Ritenga Māori declaration, are the enduring foundation of our approach to achieving health and independence. Based on these foundations, we will strive to achieve the following four goals, each expressed in terms of mana.

### Mana whakahaere

Effective and appropriate kaitiakitanga and stewardship over the health and disability system. Mana whakahaere is the exercise of control in accordance with tikanga, kaupapa and kawa Māori. This goes beyond the management of assets and resources and towards enabling Māori aspirations for health and independence.

### Mana motuhake

Enabling the right for Māori to be Māori (Māori self-determination); to exercise their authority over their lives and to live on Māori terms and according to Māori philosophies, values and practices, including tikanga Māori.

### Mana tangata

Achieving equity in health and disability outcomes for Māori, enhancing the mana of people across their life course and contributing to the overall health and wellbeing of Māori.

### Mana Māori

Enabling Ritenga Māori (Māori customary rituals), which are framed by te ao Māori (the Māori world), enacted through tikanga Māori (Māori philosophy and customary practices) and encapsulated within mātauranga Māori (Māori knowledge).

Te Whatu Ora Lakes is committed within the framework of the New Zealand Public Health and Disability Act (2000) to supporting the Crown's commitment to upholding its Tiriti promises.

## ORGANISATION STRUCTURE

### Te Whatu Ora Health New Zealand Lakes

