

## POSITION DESCRIPTION

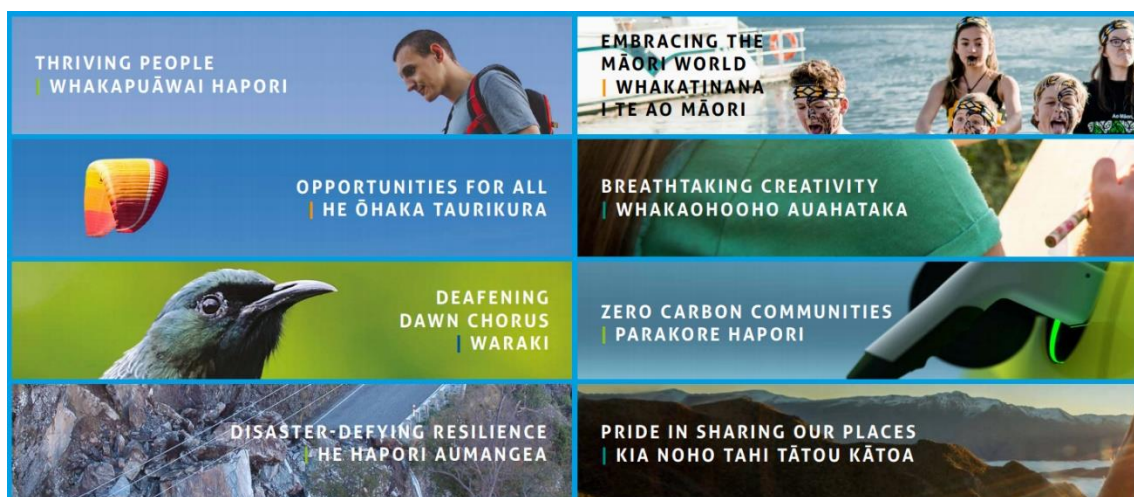
<b>Position:</b>	People and Capability Administrator
<b>Department:</b>	Corporate Services
<b>Location:</b>	Queenstown
<b>Reports to:</b>	People and Capability Operations Manager
<b>Date:</b>	May 2023

### BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 48,300 which is projected to increase to 61,350 by 2031<sup>1</sup>. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has experienced significant and sustained growth in both resident population, and in international and domestic visitor numbers. Our demand projections forecast this growth to continue<sup>2</sup>. The overall growth pressures the district is experiencing has led to the 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade<sup>3</sup>.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



<sup>1</sup> [QLDC demand projections, March 2022](#)

<sup>2</sup> [QLDC demand projections, March 2022](#)

<sup>3</sup> [QLDC Ten Year Plan 2021 - 2031](#)

## VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 550 in July 2022, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



## PURPOSE

The People and Capability Administrator is responsible for providing timely and effective administrative support services to the People and Capability (P & C) team, with a particular focus on the employee lifecycle. This includes but is not limited to; recruitment, onboarding, learning and development coordination, performance, metrics and offboarding.

The scope of the role also covers compliance, maintaining the intranet site, project support, system updates, purchase order processing; as well as contributing to the broader delivery of QLDC's people strategies and objectives.

## KEY TASKS

### **Administration support: The employee lifecycle (organisational)**

- Supporting the Talent Acquisition Partner with recruitment and onboarding administration including background checks and ensuring ongoing compliance with all relevant legislation.
- Support the creation of all employee documentation, including employment agreements, offer letters, and employee variations.
- Support the orientation of new employees with the creation of welcome packs, and administrative support to the People and Capability team, people managers & staff throughout the induction/onboarding process as required
  - Co-ordination of staff recognition administration requirements including long service
  - Proactively work with Payroll and the People and Capability team to ensure timely management of all payroll changes. This includes pro-active liaison with employees, managers, payroll and the P&C team as appropriate.

### **Training & development support**

- Organise travel and accommodation for training & development within the organisation, including the P&C team as required
- Co-ordination of all organisation wide training, including mandatory health and safety training and workstation assessments
- Assist with set-up of training events where required

### **General Team Support**

- Takes ownership of core administration tasks for the HR department:
  - Maintaining an up-to-date organisational chart
  - Purchase order processing
  - General employee correspondence
  - Stationery and office supply orders as required
  - Other administrative support including the use of Microsoft Word, Excel, PowerPoint and Visio as required
  - Documenting and publishing human resources policies and processes
- Assist with coordination of regular and significant business-as-usual activities for the People and Capability Team, including but not limited to:
  - Performance reviews
  - Salary reviews
  - Employee Engagement Survey
  - Immigration
  - Employment Relations
- Manage filing (electronic and paper based) of human resources documentation including but not limited to; employee files, health safety & wellbeing files, policies & procedures, training & development, employee correspondence, recruitment

- Provide project-based support to the P&C team as required
- Coordinate and assist with other people and capability activities as required and/or requested
- Ensures ongoing compliance in all work, with all relevant New Zealand legislation, including but not limited to the Employment Relations Act and all associated employment legislation and regulations; the Privacy Act 1993; the Health & Safety at Work Act 2015 and; the Local Government Act 2002 and associated legislation

**Customer Service**

- Always operates in a helpful, respectful and responsive manner
- Establish on going dialogues with internal customers ensuring delivery satisfaction and value-added service
- Cultivate a professional and positive image for QLDC

**Corporate Responsibilities**

- Build commitment to QLDC's vision, values and services
- Willingly undertake any duty required within the context of the position
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents
- Comply with all legislative requirements
- Adhere to QLDC's Code of Conduct

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**KEY RELATIONSHIPS**

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**Internal:**

- General Manager, Corporate Services
- People and Capability Director
- People and Capability Operations Manager
- People and Capability Team
- People Managers
- All QLDC staff

**External:**

- Consultants and contractors.
- Other key stakeholders
- Recruitment candidates

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**ACCOUNTABILITIES AND DELEGATIONS**

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No financial delegations

No staff management responsibility

### PERSON SPECIFICATION

- A relevant tertiary (degree level) qualification in Human Resources or a related field (Commerce, Psychology, etc.)
- Current, valid New Zealand Drivers licence
- Demonstrated experience in a range of desktop applications including Microsoft Office
- Demonstrated planning and organisational skills with an excellent eye for detail
- Ability to effectively multitask
- Proven ability to establish and maintain effective relationships with customers and gain their trust and respect
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines
- Demonstrated experience in process/system improvement
- Well-developed communication skills, both written and verbal
- Excellent interpersonal skills
- Conveys a professional and positive image, with a courteous and efficient manner
- Highly motivated, achievement-oriented, and innovative professional

### COMPETENCIES

Core competencies for all employees of QLDC:

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.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & 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.
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.

Health & Safety	<ul style="list-style-type: none"> <li>• Ensures compliance to all legal/statutory and company requirements for Health and Safety</li> <li>• Adheres to all QLDC's Health &amp; Safety policies and procedures</li> <li>• Is actively involved in QLDC's health and safety systems</li> <li>• Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required</li> <li>• Reports any pain, discomfort or other health &amp; safety concerns as soon as possible</li> <li>• Ensures all accidents, incidents and hazards are reported using QLDC's Health &amp; Safety reporting procedures</li> </ul>
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Competencies specific to the role:

Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Decision quality	Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement; most solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.