

POSITION DESCRIPTION

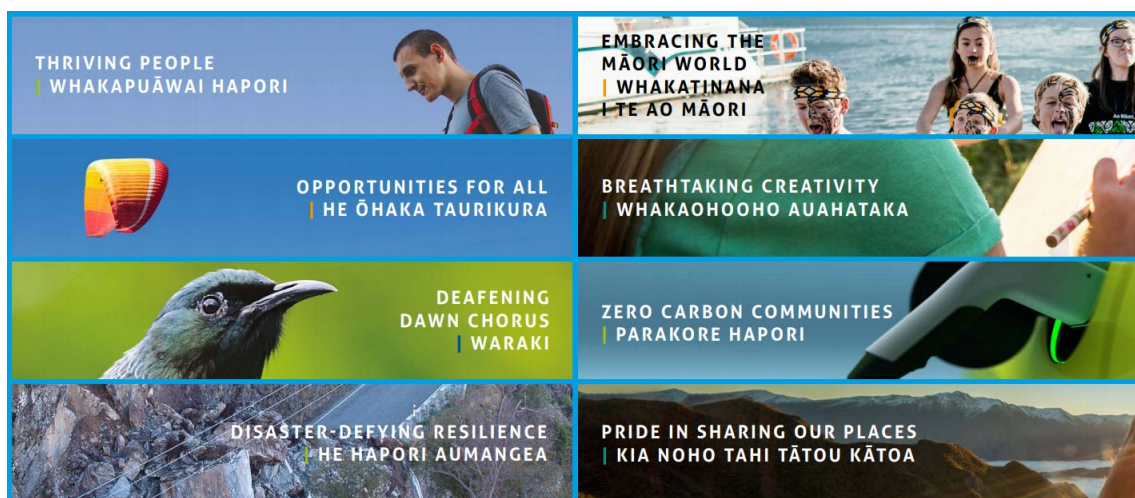
Position:	Recruitment Officer
Department:	Corporate Services
Location:	Queenstown
Reports to:	Senior Learning & Development Advisor
Date:	July 2021

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 40,750 which is projected to increase to 53,510 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has undergone significant and sustained growth in both resident population and in international and domestic visitor numbers. On a peak day in 2018, visitor numbers totalled 79,300 which is projected to reach 91,270 on a peak day in 2031². The overall growth pressures the district is experiencing has led to the draft 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 decade³.

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:



¹ QLDC demand projections, July 2020

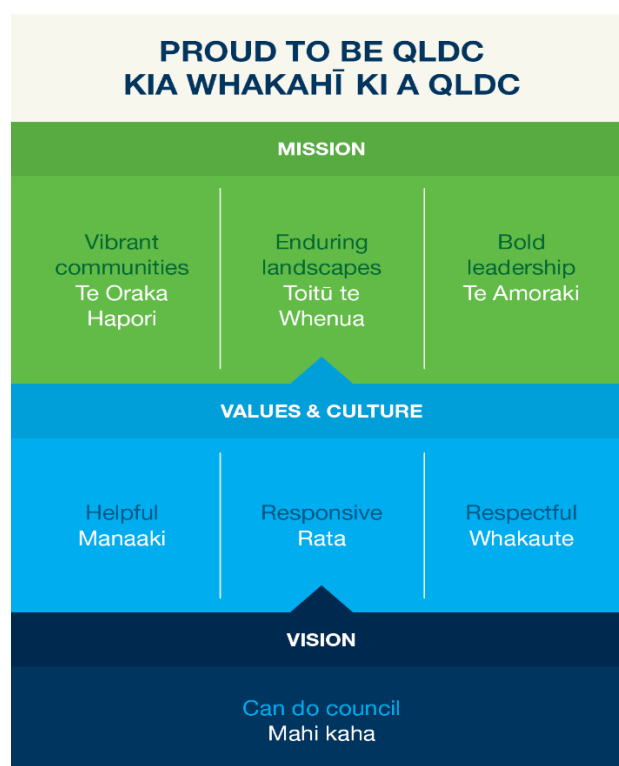
² QLDC demand projections, July 2020

³ Draft 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 400 FTE in January 2021, 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

This role is responsible for ensuring a smooth and robust recruitment process by providing managers with solid advice, support and direction. The role will also provide candidates with a leading recruitment experience through focus and responsiveness.

KEY TASKS

Role Responsibilities

- Responsible for ensuring all aspects of the recruitment process are undertaken (posting roles, direct search, assist managers with short-listing, ensuring interviews are booked, reference checks have been completed and timely feedback given)
- Ensure all offer documentation is accurate, checked and presented in a timely manner.

- Ensure timely, accurate records are maintained for every step of the recruitment process including creation of personal files for successful applicants.
- Ensure appropriate links to induction programmes are created.
- Provide support to all hiring managers with the recruitment process to ensure it is undertaken in a timely and efficient manner and that vacancies are filled as soon as practically possible
- Provide advice to Managers on meaningful feedback to candidates
- Manage relationships with all recruitment suppliers
- Provide training opportunities, coaching and other tools for Managers to ensure they are fully equipped to recruit
- Ensure a high degree of candidate care, by ensuring QJumpers user experience is fully leveraged, candidates are communicated with effectively and quickly and receive insightful feedback
- Advise Managers on appropriate remuneration for roles in conjunction with the HR Advisors
- Maintain a focus on continuous improvement throughout all aspects of the recruitment process
- Prepare advertising copy and use internal and external systems to advertise vacancies as appropriate
- Identifies the most effective attraction and recruitment channels
- Create management reports tracking relevant recruitment activity including number of current vacancies, time to fill, ratio of applicants to vacancies.
- Identify opportunities to enhance the recruiting processes, present same for consideration to HR team
- Identify the drivers of vacancies and staff turnover, develop recommendations to reduce turnover.
- Assist QLDC to create innovative work practices to facilitate greater workplace flexibility.

Relationship Management

- Establish ongoing 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.

KEY RELATIONSHIPS

Internal:

- HR Operations Manager
- Director, People & Capability

- General Managers
- Managers
- Human Resource team
- All QLDC staff

External:

- Recruitment providers
- Candidates

ACCOUNTABILITIES AND DELEGATIONS**Financial Authority**

- No financial authority

Staff Authority

- No staff authority

PERSON SPECIFICATION**Education**

- Minimum Diploma level 5

Experience

- Minimum 3 years' experience in a recruitment or HR role

General

- 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. Relates well to all kinds of people
- 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"> • Ensures compliance to all legal/statutory and company requirements for Health and Safety • Adheres to all QLDC's Health & Safety policies and procedures • Is actively involved in QLDC's health and safety systems • Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required • Reports any pain, discomfort or other health & safety concerns as soon as possible • Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures

Competencies specific to the role:

<i>Problem Solving</i>	<i>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.</i>
<i>Timely Decision Making</i>	<i>Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision</i>
<i>Business Acumen</i>	<i>Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, technology, and information affecting his/her business and organisation; knows the competition; is aware of how strategies and tactics work in the marketplace.</i>
<i>Planning</i>	<i>Accurately scopes out length and difficulty of tasks and projects; sets objectives and goals; breaks down work into the process</i>

	<i>steps; develops schedules and task/people assignments; anticipates and adjusts for problems and roadblocks; measures performance against goals; evaluates results</i>
<i>Organising</i>	<i>Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges files and information in a useful manner.</i>