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Communications Division
Printshop

Decision Document

19 September 2013

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OFFICIAL INFORMATION ACT

REFE-16-77

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Introduction

This document outlines the decision to proceed with external management of the in-house Printshop as consulted on in the document dated 31 July 2013. It summarises and responds to key feedback received and outlines next steps.

Thank you to all who provided comment on the consultation document. Thirteen submissions were received both individual and collective responses from teams.

The aim is that the transition to the new management of the Printshop will be as seamless as possible for the users of the Printshop.

Background

In September 2012 the Communication Division review proposal was released for consultation. One action it proposed was: "Investigate options for the external management of the in-house Printshop"

The rationale for the proposal was:

CMD is responsible for managing the in-house Printshop. This function is valued and will continue to operate in-house, however it is not a core communications function and it is proposed to investigate options for external management of this function. This would ensure specialist management is available to facilitate innovation and on-going improvements and to optimise efficiency.

The Communications decision document was released in October 2012. It included feedback in support of the external management of the Printshop. A feasibility study was undertaken by Communications Division, taken into account was the potential impact on the employees.

Feedback

Thirteen submissions were received from both individuals and on behalf of teams during the consultation period.

On behalf of the Communications Divisional Manager, feedback has been read and considered by Pip Robertson, Communications Account Manager (Former Team Leader – Publishing) and Hannah Iggulden, HR Adviser. A copy of the feedback was provided to the Chief Executive and Senior Leadership Team.

Many of the submissions included feedback on similar themes. The following table sets out the main themes of the feedback received and response.

Theme	Key feedback received	Response
Need to maintain quality service that is currently being provided	All feedback received noted that the service that was currently being provided was valued.	This is noted, agreed and will be passed onto the employees. The service level agreement that the Ministry develop with Fuji Xerox will set quality standards. Fuji Xerox proposal also includes upgrading the equipment in the Printshop and adding design and layout capability, which will enhance the services currently offered.
Need to maintain flexibility of after-hours services to complete urgent and last minute jobs.	Printshop have stayed open late into the night, assisting people with last minute print jobs.	This comment will be passed on to Fuji Xerox and will be included in the service level agreement to ensure that the service they are providing meets the Ministry's requirements.
Management of contract for services	There was concern raised as to where in the Ministry the management of the contract would be held.	Currently the all-of-government agreement with Fuji Xerox to provide printers to the Ministry is managed by Procurement, this will continue.
Security Clearances	It was understood that Printshop staff needed to have secret level clearance.	Security Division have confirmed that Printshop staff require confidential clearance. Fuji Xerox have informed us that one of the prerequisites to

		<p>working with them is that staff are NZ Citizens so this will assist with gaining a NZ government clearance. Fuji Xerox have been made aware of the security clearance procedure and requirements. Fuji Xerox currently work with Ministry of Defence and are therefore aware of the security requirements for their staff working in NZ Government sites.</p>
<p>Number of staff</p>	<p>Feedback received noted workload and capacity concern if there is only one staff member servicing the Printshop.</p>	<p>The proposal from Fuji Xerox is to have two staff servicing the Printshop. While both existing Ministry positions would be disestablished, Fuji Xerox will have one position focusing on printing and one with design capability.</p>
<p>Location of the Printshop</p>	<p>There were concerns that the Printshop would be relocated off site.</p>	<p>The proposal is to outsource the management of the Printshop only. The location of the Printshop will stay on level 10 of the HSBC building.</p>

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Decisions

Following the consideration of the feedback received which addressed points that had been raised as part of the feasibility study, the following decisions have been made:

1. The management of the Printshop will be outsourced to Fuji Xerox.
2. This decision results in both Printshop Technician positions being disestablished with the Ministry.
3. Fuji Xerox will have one position available that current staff members can apply for.

Positions to be disestablished:

Position
Printshop Technicians (2)

Timeframes

The following timeframes are indicative:

16 – 20 September	Affected staff advised
25 October	Expected disestablishment of roles.

Fuji Xerox Process

From 25 October Fuji Xerox will manage the Printshop function at the Ministry of Foreign Affairs. The Printshop will continue to be on level 10 in HSBC tower. The Printshop machines will be updated to more efficient machines which Fuji Xerox will service. Fuji Xerox will employ two staff members; one print room operator, one design/mac operator. The contract with Fuji Xerox will be managed by Procurement Division, as this service is provided under and all-of-government agreement.

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Ministry of Foreign Affairs and Trade

HOC Restructure Decision Document FINAL (1)

**Decision Document: The structure of the Organisational Capabilities
Division of the Human Resources Group**

s9(2)(a)

March 2015

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Introduction

The purpose of this document is to set out the decisions made on the structure of the HR Organisational Capabilities team following consultation.

The feedback received has been highly constructive and has contributed to ensuring we can have confidence in the structure to be implemented and the way in which position responsibilities are defined. Team members have previously expressed concerns that accountabilities have not been well defined. We feel that the final structure and supporting documents should address these concerns.

We would like to take this opportunity to thank everyone for their contribution to this review, from the early workshops where we scoped out the tasks required and how they should be organised to providing thoughtful and valuable feedback on the structural proposal set out in the consultation document.

Julie Townley
Group Manager HR

s9(2)(a)
Manager HR Org Capabilities

Background

The proposal to alter the structure of the HR Organisational Capabilities team was communicated to team members on 2 February. This was followed by wider communication to all tier 2 managers for consideration within their Groups.

The development of the structural change proposal followed a series of workshops with the HR Organisational Capabilities Team members which focused on the work responsibilities in the HRIS team in particular as well as its relationships with other positions in scope of the change. New work that has been added into the HR Organisational Capabilities Team was also considered.

Feedback

Feedback was received from four team members and one SLT member. The following table summarises the key themes contained in the feedback and the response to that feedback. In summary, some changes have been made to the proposed job descriptions, and the designation of the proposed position Team Leader, HR Systems and Reporting has been changed to Manager, HR Systems and Reporting. Otherwise the final, approved structure is as proposed in the consultation document.

Feedback Theme	Summary of Feedback provided	Draft Response
Position Titles	<p>A recommendation was made to align the titles of the two management positions (Team Leader, HR Systems & Reporting and Manager, Payroll) to be either Manager or Unit Manager. Generally Team Leaders within MFAT sit at Tier 5 rather than Tier 4.</p>	<p>Agree with the feedback provided and have replaced the title of Team Leader, HR Systems & Reporting with Manager, HR Systems & Reporting.</p>
Support for Proposal	<p>Support for the clarity and accountability the proposed changes would give to the HRIS function and the alignment it would achieve to the wider HR function. It was seen the proposed changes would enable the team to deliver on the programme of work through the provision of accurate and business focused HR Information and Systems.</p> <p>Support was also given for the mix of roles the proposal suggests in order to provide the support necessary to maintain and evolve our HR systems strategy as well as delivering accurate and agile capture of HR Information to meet business needs.</p>	<p>Noted – this is the aim.</p> <p>Noted – this is important.</p>
Job design Issues	<p>Requirements of the HR Reporting Analyst are unrealistic. Business Systems Analyst and HR Reporting Analyst will need to pick up work of 3 current staff. There is too much work for 3 positions.</p>	<p>Acknowledge how the current structure was intended to function and how it does in practice varies – work done by the Principal Information Analyst will need to transition to others in the team.</p> <p>Given BASS constraints, we are unable to increase the level of resourcing. We do not consider the Ministry could justify a higher level of resourcing of this function than other organisations of a similar size or even larger.</p> <p>Emphasis needs to be placed on efficiency and continuous improvement in order to reduce workload/transactional demands on the team.</p>

Team Leaders HR systems and Reporting needs to provide hands-on-help.

Agree that teamwork may require this from time to time but a balance needs to be achieved between covering team positions and delivering against accountabilities of this role - advancing strategic goals and improving efficiency. Important that the emphasis is on achieving results through others.

Position descriptions

In summary, suggested amendments to the job descriptions have been incorporated.

Payroll wish to propose some late, minor changes to the job descriptions that do not materially change the positions so these will have to be followed up separately.

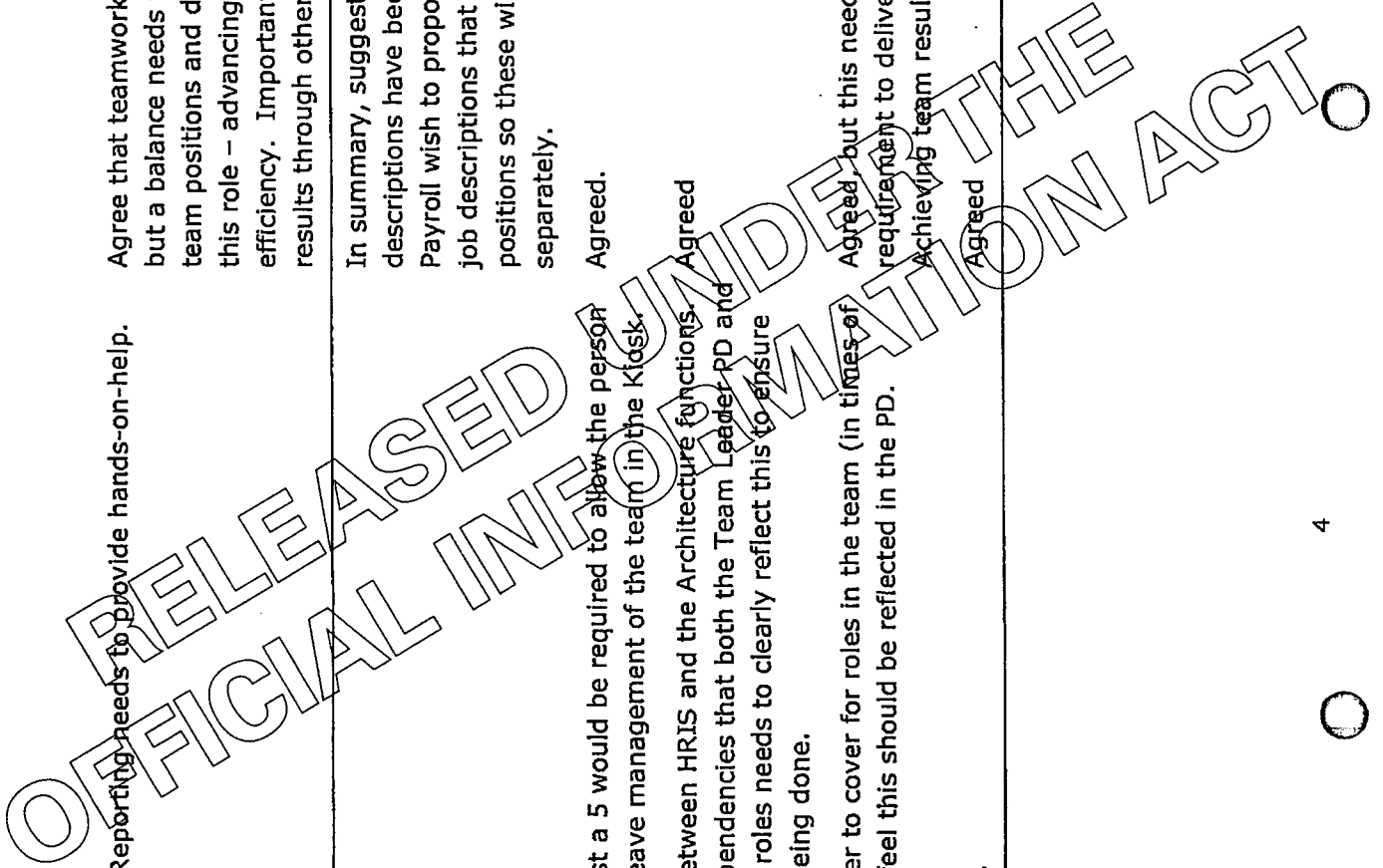
Noted that delegations of at least a 5 would be required to allow the person who is placed in the role to do leave management of the team in the Kiosk. Agreed.

Requirement for collaboration between HRIS and the Architecture functions. Agreed
On the basis there are cross dependencies that both the Team Leader PD and the PD for relevant Architecture roles needs to clearly reflect this to ensure the future success of the work being done.

Requirement for the Team Leader to cover for roles in the team (in times of peak workload, leave etc.) and feel this should be reflected in the PD. Agreed - but this needs to be balanced off against the requirement to deliver the expectations of this role.

Delegations need to be inserted. Agreed

Achieving team result through others is essential.



To enable the Team Leader to cover for the roles in the team and to develop an equal relationship with IMD they should have advanced Excel skills an excellent understanding of relational databases and strong SQL skills. This should be built into the PD. Agreed

The description about the position should reference that day to day support should also be provided to the wider HR Group and HRIS users. Agreed

Systems Develop and Maintenance responsibilities should reflect the need to minimise impact on users and perhaps think about what the accountabilities of the position would be when upgrade and system updates are pushed into a project that this role does not manage. Agreed in relation to minimising impact. Do not see upgrades as a project function in future (once the current improvement project concludes). If for some reason this was to occur, this will be dealt with at the time. The expectation is that upgrades will be routinely managed as a business as usual responsibility in future.

Key accountabilities:

- ECA Reviews and Allowances - change "manage" to administer as the Principal Adviser Rem also manages the updates. Agreed
- Add the need to act as a back-up to the HR Reporting Analyst in times of workload pressure or in absence. Agreed - can be in both. This is what is expected under teamwork.

Qualifications, skills and knowledge:

- Add need to add advanced Excel and VBA capability. These skills are needed to successfully maintain the pay split calculator, ECA calculator and back pay calculator. Agreed
- Add excellent understanding of relational databases and strong SZL skills. These specific skills are needed to be effective at data management, system maintenance and testing and future system development. Agreed

The requirement to support and provide information to the Principal Adviser, Remuneration should be reflected in the PD in areas such as position management, job sizing, annual rem review. Agreed

<p>Key accountabilities</p> <ul style="list-style-type: none"> Remove the need to act as back-up support to Payroll and add to the Business Systems Analyst role. Believes the HR Reporting Analyst role will be busier than the Business Systems Analyst role on a day to day basis. Add provide back-up support to the Business Systems Analyst role as cover is needed when the Business Systems Analyst is away or under workload pressure. Temporarily remove "LES Payroll and Leave Management Support" as this work will initially be assigned to an additional temporary resource who will review, document and update the work books. <p>Qualifications, skills and knowledge:</p> <ul style="list-style-type: none"> Add excellent understanding of relational databases and strong SQL skills. Agreed These specific skills are needed to be effective at reporting and data analysis at MFAT. 	<p>Prefer to leave in and have in both jds. Teamwork is the expectation across the team.</p> <p>Agreed. This is what is expected under teamwork.</p> <p>No change. This needs to be allocated permanently, whether additional help is contracted is a separate issue.</p> <p>Agreed</p> <p>Use of Headcount</p> <p>Consideration has been given to the feedback provided and whether there was justification to increase the headcount proposed for the Payroll Administrator to enable further administration support to be provided both within Payroll and across the wider HR team. Taking into account our headcount constraints within HR, the further time savings we expect to be realised through the Org Capabilities work programme, and the administration support we currently have we do not see the justification to increase what has been proposed. On that basis the role of Payroll Administrator will remain as .5 FTE. We will however add provision of administrative support to the wider HR Group into the</p>
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job description to ensure the position is fully utilised. The appointee will need to be flexible and work longer hours in peak times in exchange for time in lieu during quieter periods. This position will be reviewed again in 18 months.

Transitional arrangements The need for upskilling, temporary resource and possibly some form of transitional arrangements have been raised.

Noted. This is not specifically in scope of the structure proposal but the potential transitional issues raised have been noted for consideration in the implementation planning that follows.

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Decisions

Attached as Annex A is the approved organisation chart setting out the proposed structure for the Organisational Capabilities Division of the Human Resources Group.

The revised job descriptions following consultation are set out in Annex B.

The decisions made under delegated authority and following consultation are to:

- **Disestablish** the following positions:

Principal Information Analyst (P3063) 1 FTE
 Information Analyst (P3060) 1 FTE
 Senior Payroll Administrator (P3065 & P3066) 2 FTE

- **Establish** the following positions:

Manager, HR Systems and Reporting 1 FTE
 HR Reporting Analyst 1 FTE
 Principal Adviser, Remuneration 1 FTE
 Senior Payroll Administrator 1 FTE
 Payroll Administrator (from 15 up to 20 hours per week) 0.53 FTE (max)

- Make the following other changes:

Business Systems Analyst	Change in reporting line to Manager, HR Systems and Reporting New draft Job description Not a significant change
Payroll Manager	Change in team resourcing New draft Job description Not a significant change

With the establishment of one FTE deferred from the earlier round of changes to the structure¹, and the proposed reduction in total resource allocated to Payroll, a reduction of 0.47 FTE for HRG (to 24.53) is confirmed. This will not impact on the HRG BASS numbers but, will reduce the Finance/Payroll BASS reporting by 0.47 FTE.

The Payroll Administrator position will be filled on a fixed term basis for 18 months and then reviewed again at that time to ascertain whether this position is required on an on-going basis. Additional duties have been added to this position which will also provide administrative support to the Group

¹ A position was previously disestablished to free up 1 FTE for the proposed establishment of the position Principal Adviser Remuneration.

Impacts

A total of four people are "affected" by this change to the structure and positions in the HR Organisational Capabilities Division of the Human Resources Group and will be subject to the management of change process and provisions set out in their employment agreements. They are the current position incumbents of the following positions:

- Principal Information Analyst (P3063)
- Information Analyst (P3060)
- Senior Payroll Administrator (P3065)
- Senior Payroll Administrator (P3066)

Other positions impacted are either vacant (Payroll Manager), or assessed as not significantly changed by this proposal (Business Systems Analyst, Payroll Manager).

Process and Timeframe

In conjunction with the release of this decision document, affected staff have been given written advice of the impact on them:

- Advice of **reconfirmation** goes to:
 - The Business Systems Analyst

Advice of **affected status** and reassignment and redeployment processes go to those people whose position is to be disestablished:

- Principal Information Analyst (P3063)
- Information Analyst (P3060)
- Senior Payroll Administrator (P3065)
- Senior Payroll Administrator (P3066)

An effective date of the new structure is yet to be determined and will be advised in due course.

The Ministry's standard management of change approach will be followed.

The first step is to advise impacted staff they are either reconfirmed in their position or that they are deemed affected due to the disestablishment of their position.

Reassignment and redeployment will be explored with affected staff.

Attached as Annex C is the proposed reassignment criteria and other relevant information for the new positions established through this change process. Expressions of interest must be lodged with s9(2)(a) by **17 April 2015**.

An assessment panel will be convened over the period **20 April to 15 May 2015**, and they will consider the expressions of interest submitted by affected staff and call for interviews

as appropriate. The assessment panel's task is to determine whether candidates are suitable for reassignment to the nominated position or not, and when there is more than one suitable candidate for reassignment, who the best of the candidates is.

Outcomes will be advised to candidates for reassignment as soon as possible following the conclusion of the assessment process. There will be a one week period for affected staff to seek a review of any reassignment decision they do not agree with.

At the same time as this process is being followed, affected staff are encouraged to identify any vacancies in the wider Ministry that are of interest to them as redeployment options. Any redeployment opportunities of interest should be raised with s9(2)(a) who will liaise with the appointing manager on your behalf.

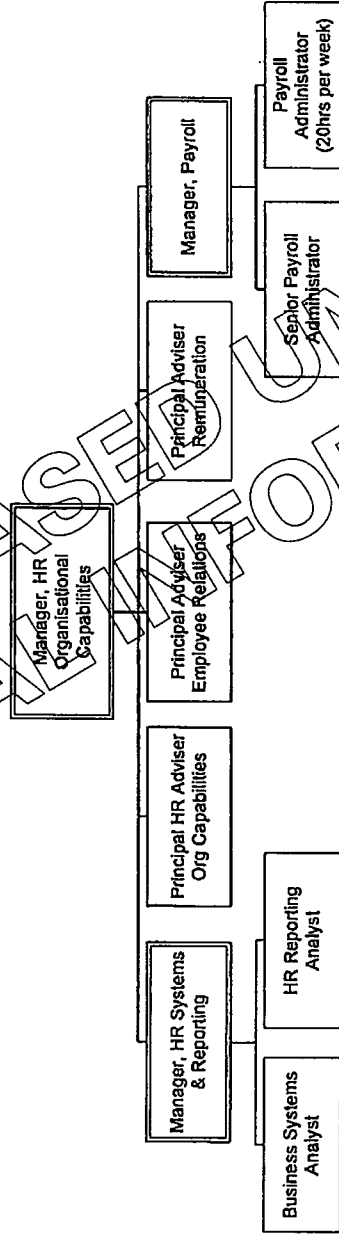
EAP Support

We recognise that this is a challenging time for people potentially impacted by change and for their colleagues. The Ministry is committed to supporting staff through the change process. Employee Assistance Programme (EAP) support is available to you 24 hours a day. During normal business hours Monday to Friday the contact number is . After hours, the contact number is

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Annex A: Approved Structure for HR Organisational Capabilities

HR Organisational Capabilities



Annex B: Job Descriptions

The following job descriptions are attached:

Manager, HR Systems and Reporting

Business Systems Analyst

HR Reporting Analyst

Principal Adviser, Remuneration

Payroll Manager

Senior Payroll Administrator

Payroll Administrator (Part Time)

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Position Description

Position Title	Manager, HR Systems and Reporting
Group	Human Resources Group
Location	Wellington
Reports to	Manager, Organisational Capabilities
Last Review Date	April 2015

About the Ministry The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

- *Leadership* amplifies New Zealand's influence and standing in the world;
- *Prosperity* delivers improved prosperity for New Zealand and our region;
- *Kaitiakitanga* delivers solutions to global challenges, for the benefit of present and future generations;
- *Stability* delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Group The role of Human Resources (HR) is to ensure that the Ministry has the people and culture to deliver on the Government's priorities. HR provides high-level strategic and operational advice and support to the Chief Executive Officer, the Senior Leadership Team, and Level 3 and 4 managers to ensure that effective HR strategies are developed and integrated into all business strategies and plans. This will help to build a high performing Ministry.

HR is also responsible for the design and delivery of a range of Ministry-wide HR policies, operational HR processes, and systems aimed at ensuring that managers have access to the best possible advice, support, and systems to motivate, develop and manage their people.

The HR function recently transitioned to an Operating Model to ensure that HR services within the Ministry are delivered efficiently and within a cost

effective framework that meets the current and future needs of the Ministry.

About the Position

This position is in the Organisational Capabilities Division of the HR Group and is responsible for leading the Human Resources Information Systems (HRIS) team and function for the Ministry. The Team is accountable for the provision of HR information services and tools to support the Ministry's managers to be effective leaders of people and the Senior Leadership team to function at the strategic level. This includes leading and innovating technological changes in the Human Resources area in support of continuous improvement in efficiency and effectiveness Ministry-wide. The team's focus also includes the strategic use of information and responsibility for highlighting key information that can be derived from the Ministry's people data.

This is a strategic and customer service focused function which requires an excellent understanding of Human Resources issues and an ability to apply this in a business partnership model to deliver excellent tools, service and information to a range of customers with different information needs.

The manager is accountable for ensuring that the HRIS team work effectively as a team to meet the Ministry's expectations and to deliver outcomes that both drive and support productivity gains.

Delegations

This position has the following management responsibilities:

HR Staffing

- Direct reports – 2.

Human Resources

This position has LOA5 Human Resources delegations.

Financial

The position has authority to approve expenditure as a budget manager within the annually approved budgets.

Relationships

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- Group Manager Human Resources
 - Human Resources leadership team (Manager People Capabilities, Manager HR Business Partners, Manager HR Organisational Capabilities)
 - CEO and SLT (Level 2 Ministry Managers)
 - All Ministry Managers
 - Organisational Capabilities Team and in particular the Payroll Team and Principal Advisers and the wider HR Group, especially HR Business Partners.
 - Information Management Division staff at all levels
 - Internal governance bodies.
 - Finance staff at all levels
 - ESD staff
 - Users of HR systems (our staff)
-

External (outside MFAT)

- State Services Commission
- Providers of HR systems
- Consulting companies as appropriate
- Other suppliers
- Organisations that the Ministry must provide information to or receive information from

Key Accountabilities

Leadership and management

The following key accountabilities of this role assist in delivering the Ministry's purpose:

- Formulate the direction of the function to ensure that it supports the Ministry with modern and fit for purpose technological solutions. This includes ensuring that HR leaders (and the broader Ministry) are aware of opportunities. It also includes innovating change with a continuous improvement focus.
- Develop the HRIS strategy and formulate plans to deliver on the strategy. This includes developing recommendations for SLT and/or TKM to obtain project approval and funding, and project management of new initiatives.
- Manage the team. This includes translating the work programme and projects into individual objectives for team members, ensuring team members are clear about their accountabilities, managing performance, managing the delivery of the work programme, eliciting team ideas for continuous improvement, innovating new functionality and tools.
- Ensure teamwork is effective and all HRIS team members contribute to the achievement of HR's goals and that cover is provided by the manager and team members as required.
- Build the team, define its purpose, motivate and inspire team members, ensuring that team members work together effectively and in support of one another. Foster support for the direction the team is taking and gain buy-in and commitment to change/new initiatives.
- Build organisational buy-in and commitment to the strategy/direction of the HRIS function. This will entail communicating with the business on change/new initiatives and talking to the business about their needs.
- Ensure that HRIS and Payroll requirements in the Partnership model are effectively represented and factored into policy and procedures. This is a matter of giving voice to these requirements. It will be important to ensure that the approach is a facilitative one not a gatekeeping one.
- Help team members and the wider HR Group to understand how to get things done in this environment.
- Ensure that effective relationships are maintained between HRG and IMD and HRG and other areas we interact with. This means ensuring that the roles and responsibilities of the respective areas are clear, well understood and agreed. This may require escalation on occasion. Just as we may require action from other areas, we must also ensure that our obligations to those areas are met (our mutual obligations are met).

Strategy development

- Develop a very good understanding of the context in which the function operates. This includes understanding the business needs and where the opportunities are for technology to improve efficiency and effectiveness/organisational performance. It also includes understanding

the wider sector needs (e.g. key stakeholders) and understanding the organisational and HR strategies our technology/people information strategy must align to.

- Develop our HRIS strategy focusing on technology, tools and an increasingly strategic use of people information. Lead the development and on-going revision of the HR technology/people information strategy:
 - Enhance the strategic use of people information
 - Focus on multiple systems
 - Link to business need, defined team purpose, opportunity for improvements in efficiency and effectiveness
 - Support for workforce planning (capability and capacity) and the design of an input into the Four Year planning process
- Maintain knowledge of emerging products, technology products/options and trends and relate this to our business needs
- Understand the links between systems – within HRG and across Groups. Ensure these linkages are maintained or enhanced when planning new developments.
- Manage the HR brand. The quality of our information, services and tools is fundamental to the credibility of HRG. It is essential that this function provides highly accurate, up to date and timely information and a customer focused service. The HRIS must be seen as the one source of truth on the all position and people information. Our systems and information should be appropriately branded. The presentation of data, policies and procedures should be seamless.
- Champion the use of HR information across the Ministry and within the Enterprise information architecture framework to ensure HRG and business requirements for HR information are incorporated into strategy development.

Governance

- Ensure that there is a clear policy in who should make decisions on system changes and that this is documented.
- Ensure that there is a clear process to obtain decisions on systems changes and that this process is supported and decisions are appropriately documented.
- Ensure there is documentation to support the systems managed by the HRIS team.
- Ensure that the principles that underpin our data design are documented and that alignment of this to the Ministry's needs is maintained.

Reporting

- Provide overall quality assurance of our reporting and drive improvements to this. Ensure reporting is accurate and consistent. This includes thinking strategically about what information could be sought and proactively collecting or organising information that HR may be asked to provide.
- Manage the strategic/proactive presentation of information including advice and analysis on what this information is telling us. (A proactive alert to emerging issues).

Stakeholder and relationship management

- Manage the relationships with internal stakeholders e.g. IMD, IT Architecture, Finance and other systems linking to HR.
- Manage the relationships with suppliers/providers of technology solutions/services e.g. NGA, Data In View, DTSL

- Engage with Audit and input into the right things to be auditing at posts (to support system improvement).
- Oversee the changes to interfaces with other systems e.g. Navision, Chameleon etc.
- Support external audit.
- Manage HR's contribution to stakeholder information requirements.

Project Management

- Ensure that project work is appropriately identified, initiated, planned, resourced and managed. Determine what is BAU and what needs to be formally established as a project and what Governance is required for the initiative/development.
- Ensure that development work complies with Ministry processes (TKM processes, IMD project rules, procurement etc.).
- Ensure project management activity is incorporated into business planning and tracking.
- Ensure projects are managed using appropriate project management methodologies and tools.

LES Payroll and Leave Management

- Manage the transition of support to Posts with LES Payroll to BAU – ensure records are complete and accurate with robust spreadsheets, version control and documentation.
- Provide assistance to Posts if outsourcing Payroll at Post
- Establish approach for setting up new Payroll functions (new Posts) and provide advice and guidance to the business.
- Oversee BAU support to Posts with LES Payroll.

Strategic Analysis

- Ensure that the approach to HRIS and the management of data supports the strategic analysis needs of the organisation.
- Ensure that the team delivers on the high level strategic information needs of the organisation.
- Ensure that high level strategic analysis is provided to the Senior Leadership Team on a proactive basis.

Drive Innovation

- Encourage new ideas and innovation from team members on a continuous improvement basis. Apply creative thinking to developments and opportunities to improve productivity within the HR Group and across the Ministry.

Transition the HRIS Improvement Programme and other Project Work into the HRIS team

- Ensure that new developments including the recent HRIS improvement programme and future work managed through additional project resource is handed over to BAU in a way that maintains the progress made and builds on it.

Qualifications, Skills, Knowledge, and Experience

You must have the following qualifications, skills, and experience:

- Proven well-developed leadership skills, with the ability to set the direction, and influence others to be part of the journey. The ability to lead change.
- Experience in and the ability to motivate, inspire, and encourage innovation and high performance and to achieve results through others. The ability to build a cohesive team.
- Demonstrated excellent strategic thinking capability including the ability

to think and act at a big picture level in support of improvements in organisational capability, performance and productivity.

- The ability to translate big picture plans into an achievable technology strategy and into the development of technological solutions and approaches that are fit for purpose.
- Experience with project management methodologies and the ability to deliver projects on budget and on time.
- The ability to work with diverse organisational interests and a demonstrated record of influencing change.
- A strong results orientation.
- A comprehensive understanding of HR and the strategic use of HR information in a variety of contexts.
- Technical capability with HR Information Systems – experience with a variety of systems in a range of different environments. Experience with different HRIS tools also.
- Demonstrated proactivity – can evidence a continuous improvement focus and experience building a high performance team.
- Experience analysing information and trends on a proactive as well as responsive basis. Includes the ability to take detailed data and present it at a macro level.
- Well-developed relationship management skills.
- Well-developed problem solving skills.
- A high degree of resilience and perseverance to overcome barriers and achieve outcomes.
- A track record of superior customer service. The ability to understand what the customer might need but lacks the knowledge to articulate this well. The ability to apply knowledge of the information to help the customer clarify their thinking and refine the information.
- Sound understanding of Tikanga and Treaty of Waitangi principles.
- A strong customer and business partnership focus, with the ability to communicate effectively with a range of people.
- Advanced Excel and SQL skills. Robust understanding of relational databases.

You must also:

- Be able to obtain and maintain an appropriate New Zealand Government Security clearance.

None

**Additional
Comments**



Position Description

Position Title	Business Systems Analyst
Group	Human Resources Group
Location	Wellington
Reports to	Manager, HR Systems and Reporting
Last Review Date	April 2015

About the Ministry

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Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

Leadership

- amplifies New Zealand's influence and standing in the world;

Prosperity

- delivers improved prosperity for New Zealand and our region;

Kaitiakitanga

- delivers solutions to global challenges, for the benefit of present and future generations;

Stability

- delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Group

The role of Human Resources (HR) is to ensure that the Ministry has the people and culture to deliver on the Government's priorities. HR provides high-level strategic and operational advice and support to the Chief Executive Officer, the Senior Leadership Team, and Level 3 and 4 managers to ensure that effective HR strategies are developed and integrated into all business strategies and plans. This will help to build a high performing Ministry.

HR is also responsible for the design and delivery of a range of Ministry-wide HR policies, operational HR processes, and systems aimed at ensuring that managers have access to the best possible advice, support, and systems to motivate, develop and manage their people.

The HR function recently transitioned to an Operating Model to ensure that HR services within the Ministry are delivered efficiently and within a cost

About the Position

effective framework that meets the current and future needs of the Ministry.

This position is in the Organisational Capabilities Division of the HR Group and is responsible for technical system development and maintenance for all systems managed by the Human Resources Group. This is a technical systems support role and requires a good understanding of Human Resources issues and practices and the ability to apply this in the Ministry's environment. This means that the position incumbent must be able to look at issues from a customer's perspective.

This position is a pivotal liaison point within the Ministry. The role provides day to day support and assistance to Payroll, the wider HR Group and HRIS users and it must also implement changes related to our interfaces with other systems (internally and externally) and with other organisations.

This position is responsible for applying upgrades and changes to the system for managing, tracking and resolving identified systems defects and for supporting Payroll (and others) with solutions that help them to work with systems pending defect fixes.

Delegations

This position has no delegated authority.

Relationships

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- Group Manager Human Resources
- Human Resources leadership team (Manager People Capabilities, Manager HR Business Partners, Manager HR Organisational Capabilities)
- All Ministry Managers
- Organisational Capabilities Team and in particular the Payroll Team and Principal Advisers and the wider HR Group, especially HR Business Partners.
- Information Management Division staff at all levels
- The IDD team and TKM.
- Finance staff at all levels
- ESD staff
- Users of HR systems (our staff)

External (outside MFAT)

- State Services Commission
 - Providers of HR systems
 - Consulting companies as appropriate
 - Other suppliers
 - Organisations that the Ministry must provide information to or receive information from
-

Key Accountabilities

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Systems development and maintenance

- Maintain and develop all HR systems (multiple systems). Ensure upgrades and system updates are applied to keep systems current.
- Ensure system functionality is maximised. Develop our use of systems to get more out of them wherever possible.
- Manage system access and ensure that this is appropriate.
- Undertake systems administration tasks.
- Manage contractor resource utilised by HR.
- Liaise with providers over upgrades and updates.
- Manage interfaces with other systems (internal and external) – make sure that these work and are updated and maintained as required.
- Liaise with IMD over system patching and available times that work for HR (minimising the impact on users).

Defect management

- Confirm the nature of identified defects that cause processing errors or incorrect records.
- Manage, track and resolve the identified systems defects.
- Liaise with systems providers to have systems defects corrected.
- Liaise with Payroll or other users to confirm defects are resolved to their satisfaction.
- Escalate issues when defects are not resolved by an external provider.

Helpdesk function

- Liaise with IMD to agree helpdesk function to be provided by IMD and the role of HRG and how the areas will work together, how users should access services. (Technical support to be provided by IMD and content support from HR).
- Support the Payroll helpdesk with issues that are systems related. Follow up and respond to HRIS helpdesk issues.

Data management

- Manage how we collect, organise and deliver data. Align data collection with business rules. Ensure that we collect and organise data in a way that is meaningful for the Ministry and that it is accessible, fit for purpose, and audience appropriate.
- Advocate use of the systems, eliminate duplicate recording, create one source of truth, develop the system to record information not previously captured, structure information in a way that answers can be easily extracted in response to information requests.
- Develop the system to capture information on precedents and exceptions for reporting purposes. In support of devolved decision making, we need to provide information on how that authority is being exercised. Information needs to be available for reporting purposes.

Manage systems documentation

- Develop and maintain appropriate system documentation (all systems).
- Develop and maintain online help tools and user information.

Business Process Documentation

- Lead HR business process development where this relates specifically to HRIS and Payroll requirements. Support other parts of HRG to develop process documentation particular when there is an HRIS aspect to the process.

LES Payroll and
Leave Management

- Administer the integration of LES data with NZ data through Org Publisher.
- Assist with LES systems issues and developments.

ECA reviews and
allowances

- Manage six monthly updates to allowances.
- Monitor category changes of Posts and follow the Ministry's process to change these when required.

This is temporary while these changes have to be processed through the backend. The aim is to transition processing to Payroll (through the front end).

Remuneration
Review
Implementation

- Process the annual remuneration review outcomes.
Currently this is being processed through the backend. The aim is to support Payroll with an updating mechanism through the front end.

Maintenance of tools
to support Payroll
and HRG

- Maintain the pay split calculator.
- Maintain the ECA calculator.
- Maintain the back pay calculator.
- Develop new tools/calculators to be accessed by staff through the HR Kiosk and other systems.

Teamwork

- Work effectively with other HR Organisational Capability team members to ensure cover is provided during peak times and during absences.

**Qualifications,
Skills,
Knowledge, and
Experience**

You must have the following qualifications, skills, and experience:

- Well organised, resilient and with the ability to work under pressure and to strict deadlines.
- The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take shared responsibility for team outcomes.
- Well-developed problem solving skills.
- Comprehensive understanding of HR and the operational use of HR information and systems in a variety of contexts.
- Technical capability with HR Information Systems – experience with a variety of systems in a range of different environments. Experience with different HRIS tools also.
- Demonstrated proactivity and strategic capability – can evidence a continuous improvement focus and innovation.
- Possesses the resilience, determination and perseverance to achieve expected outcomes and to implement change.
- Well-developed relationship management and influencing skills.
- A strong results orientation.
- Sound understanding of Tikanga and Treaty of Waitangi principles.
- A strong customer and business partnership focus with the ability to communicate effectively with a range of people and a track record of superior customer service.
- Advanced Excel skills, VBA capability, robust understanding of relational databases. Strong SQL skills.

You must also:

- Be able to obtain and maintain an appropriate New Zealand Government Security clearance.

**Additional
Comments**

None

RELEASED UNDER THE
OFFICIAL INFORMATION ACT



Position Description

Position Title	HR Reporting Analyst
Group	Human Resources Group
Location	Wellington
Reports to	Manager, HR Systems and Reporting
Last Review Date	April 2015

About the Ministry

The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

- *Leadership*
amplifies New Zealand's influence and standing in the world;
- *Prosperity*
delivers improved prosperity for New Zealand and our region;
- *Kaitiakitanga*
delivers solutions to global challenges, for the benefit of present and future generations;
- *Stability*
delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Group

The role of Human Resources (HR) is to ensure that the Ministry has the people and culture to deliver on the Government's priorities. HR provides high-level strategic and operational advice and support to the Chief Executive Officer, the Senior Leadership Team, and Level 3 and 4 managers to ensure that effective HR strategies are developed and integrated into all business strategies and plans. This will help to build a high performing Ministry.

HR is also responsible for the design and delivery of a range of Ministry-wide HR policies, operational HR processes, and systems aimed at ensuring that managers have access to the best possible advice, support, and systems to motivate, develop and manage their people.

The HR function recently transitioned to an Operating Model to ensure that HR services within the Ministry are delivered efficiently and within a cost

About the Position

effective framework that meets the current and future needs of the Ministry.

This position is in the Organisational Capabilities Division of the HR Group and its primary responsibilities are for HR reporting activities including data extraction and data analysis and for maintaining the organisational structure and the supporting records of changes and decisions made over time. The position is responsible for supporting Posts with LES Payroll activities and issues. It is also responsible for the development and delivery of both proactive and responsive services to managers.

This position supports major activities through the provision of information and modelling, for example:

- support for bargaining through modelling union claims and Ministry proposals;
- support for the remuneration round with accurate data management, the development of the Kiosk for managing the process, appropriate modelling, costings, and data reporting to support the moderation processes and SLT decision making;
- Management of our resourcing levels (positions and people) relative to the cap and trends. This includes developing systems to support this;
- Support for our workforce planning including data extraction and analysis and the development and integration of data from new sources.

This position adds value to the Ministry by proactively analysing data and reporting on emerging trends and reporting this as appropriate throughout the Ministry. The position is also tasked with developing avenues to increase the accessibility of information and analysis organisation wide and to dealing with business requests responsively.

Delegations

This position has no delegated authority.

Relationships

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- Group Manager Human Resources
- Human Resources leadership team (Manager People Capabilities, Manager HR Business Partners, Manager HR Organisational Capabilities)
- All Ministry Managers
- Organisational Capabilities Team and in particular the Payroll Team and Principal Advisers and the wider HR Group, especially HR Business Partners.
- Information Management Division staff at all levels
- The IDD team and TKM.
- Finance staff at all levels
- ESD staff
- Users of HR systems (our staff)

External (outside MFAT)

- State Services Commission
 - Providers of HR systems
-

-
- Consulting companies as appropriate
 - Other suppliers
 - Organisations that the Ministry must provide information to or receive information from
-

Key Accountabilities

Manage reporting

The following key accountabilities of this role assist in delivering the Ministry's purpose:

- Manage all regular/annual/cyclical reporting for internal and external audiences. Reporting should be proactive, responsive, compliance focused and strategic. This includes things like:
 - Resourcing information (e.g. rotation, promotions and recruitment)
 - Dashboard information
 - FADTC
 - HRC/SSC
 - Stats NZ
 - Hay Group
 - ECA
 - Monthly Minister's report
 - Exceptions/Precedent reports
 - Record of structural changes

It also includes the development and management of the process to provide routine reporting and analysis to managers so that they are focusing on appropriate people management issues.

- Manage ad hoc reporting - develop process for manager requests, respond to manager requests, support responses to official correspondence, provide support to HR Business Partners.
- Set up and maintain standardised reports that meet/anticipate the specific needs of the business (Managers' needs, HR Business Partners, Senior Leaders etc. Includes resourcing information).
- Force reports to managers at specific times. Develop a calendar of what needs to be reported and when and then make it happen in a way that managers focus on what is important.
- Produce reports/information for audit purposes.
- Identify/analyse gaps in our data and feed this into the team to consider how we collect and organise data and the improvements we need to make to this.
- Draw information together from multiple sources including new and non-HR information (e.g. Finance information and HR information combined) to improve organisational understanding and performance.
- Provide information and analysis to support processes like the development of a People Strategy, long term workforce planning. This should provide a robust evidence base for assessing the success or otherwise of our strategies/policies, identifying issues and trends, and forecasting future events/outcomes/needs.
- Manage the on-going development of the reporting function available through the HR Kiosk.

Provide analysis

- Analyse data proactively, responsively and for strategic purposes. Interpret data to identify trends, issues, and to forecast future requirements and report this to appropriate audiences.
- Ensure that data is used strategically by giving significant emphasis to what our data tells us about our organisation. Look for the meaning behind the data and report this to appropriate audiences. This includes

analysis of data to support strategy development and big picture leadership decision making and planning and it includes the analysis of data to support operational management.

- Within the calendar of reporting, include information on specific analysis to be included in the reporting.
- Proactively monitor and identify issues that need to be raised with managers/senior leaders and alert them to these issues at appropriate times. Set out clearly and simply what things the data tell us that managers should be aware of e.g. issues, trends, patterns, behavioural indicators etc.
- Provide forecasting and modelling support to the Ministry, the senior leadership team and the wider Human Resources Group.
- With authority goes accountability for the exercise of that authority, develop and produce exceptions reporting to provide visibility of decision making practice.
- Provide data to support the policy development function.
- Design the approach to the analysis of data – identify the needs and how they should be met. This approach should ensure we are proactive and can identify emerging issues early enough for leaders to act. The focus needs to be on what is important over what is standard.
- Take a trouble-shooting role in relation to analysing issues at a Group, Divisional and Unit level.

Manage surveys

- Develop, run, analyse and report against key internal surveys including the Exit Survey, Recent Entry survey and other surveys. Initiate new surveys as appropriate to collect information of organisational importance.
- Support the Principal HR Adviser, OC with the administration of the annual engagement survey and any other surveys required. Provide helpdesk support to managers with online reporting.
- Manage ad hoc surveys required by HRG whether internally generated or through an external provider.
- Maintain central record of surveys and their outcomes for reference purposes within HRG.

Manage Position Management

- Manage the Ministry's establishment and records of this. This includes:
 - Providing support to managers/HR BPs to model and cost structural change. Assist with the production of organisation charts through Org Publisher.
 - Ensure that all position information in PSe (or other source system) is kept up to date and that changes in structure are reflected in the system on a timely basis;
 - Ensure that job sizing and remuneration information is captured as required by the Principal Adviser Remuneration and other information is captured to meet the needs of the Principal Advisers OC and ER.
 - Actively manage the record of structural change decisions – obtain approvals for the changes either through source documents or by summarising and reporting changes and obtaining confirmation of their approval. Directly follow up changes with appropriate managers if necessary and support the process to obtain appropriate documentation/approvals.
 - Report monthly on structural changes that have been implemented (positions added, positions removed and other changes)
 - Monitor establishment and staffing levels – in comparison to the cap

- and trend information.
- o Report on establishment and staffing levels (including cap and trend information) to senior leaders and managers on a regular basis.
- o Maintain an overview of structural change in progress but not finalised.
- o Assist the Principal HR Adviser OC with relevant information.
- Develop/maintain/document the system to be followed to ensure that the HRIS is kept up to date and that decisions are made at the authorised level. (Ensuring the system is easy to use/improved from a customer perspective, supports our ability to maintain accurate data on a timely basis, and adopts an approach that recognises management accountability for decisions).
- Implement a system to maintain accurate information of the LES establishment and structure.
- Support the team to integrate LES establishment and structure information with information available from PSe. Information needs to be maintained and integrated for reporting/analysis purposes and for display in Org Publisher.
- Provide support and information to the Principal Adviser Remuneration as required.

LES Payroll and
Leave Management
Support

- Ensure that relevant data on LES is captured in Wellington
- Support changes to the data provided to Wellington as necessary to meet our information and system's needs.
- Provide some "helpdesk" type support to Posts with their LES payroll function.
- Provide assistance to Posts when they are dealing with local changes to pay and/or leave, particularly in relation to the need to change workbooks.
- Support Posts when transitioning from the end of one financial year to the commencement of the new financial year.
- Maintain version control over Post Payroll processes.
(Post Payroll is the responsibility of each HOM/HOP. While HRG is not responsible for this function, we have specialist expertise and aim to support Posts to manage this function effectively).

Back-up support for
Payroll

- Maintain a good level of understanding of Payroll processes and processing requirements.
- Provide back-up support to Payroll on occasions where the resourcing is under pressure either because of peak workflow times (like the remuneration round) and/or staff shortages. This is expected to be rarely rather than frequently or regularly.

Helpdesk Function

- Assist the team to deal with Helpdesk queries.
- Manage all reporting queries and requests.

Teamwork

- Work effectively with other HR Organisational Capabilities team members to ensure cover during peak times and during absences.

**Qualifications,
Skills,
Knowledge, and**

You must have the following qualifications, skills, and experience:

- Excellent analytical capability, including the ability to interpret data and translate it into meaningful advice to the business and strategic advice to

Experience

the Ministry's leadership.

- Excellent written capability, including the ability to present complex ideas and information in a way that it can be easily understood combined with the ability to support this with appropriate evidence (data presented in summarised and graphical form).
- Advanced Excel capability and a good level of capability with the full range of Microsoft office tools.
- Experience with modelling a range of outcomes or initiatives.
- A comprehensive understanding of HR and operational use of HR information in a variety of contexts.
- Technical capability with HR Information Systems and advanced capability with reporting tools – experience with a variety of systems in a range of different environments. Experience with different HRIS tools also.
- Well-developed understanding of key HR concepts and issues in order to proactively look at emerging trends, potential issues and opportunities to add value on an evidence based basis.
- The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take shared responsibility for team outcomes.
- Well organised, resilient and with the ability to work under pressure and to strict deadlines.
- The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take shared responsibility for team outcomes.
- Demonstrated proactivity and strategic capability – can evidence a continuous improvement focus and innovation.
- A strong results orientation.
- Some experience with survey design and survey tools.
- Sound understanding of Tikanga and Treaty of Waitangi principles.
- A strong customer and business partnership focus with the ability to communicate effectively with a range of people and a track record of superior customer service.
- Well-developed relationship management and influencing skills.
- Advanced Excel capability, Robust understanding of relational databases and strong SQL skills.

You must also:

- Be able to obtain and maintain an appropriate New Zealand Government Security clearance.

Additional Comments

None



Position Description

Position Title	Principal Adviser, Remuneration
Group	Human Resources Group
Location	Wellington
Reports to Leadership	Manager, Organisational Capabilities
Last Review Date	April 2015

About the Ministry

The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

Leadership

- amplifies New Zealand's influence and standing in the world;

Prosperity

- delivers improved prosperity for New Zealand and our region;

Kaitiakitanga

- delivers solutions to global challenges, for the benefit of present and future generations;

Stability

- delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Group

The role of Human Resources (HR) is to ensure that the Ministry has the people and culture to deliver on the Government's priorities. HR provides high-level strategic and operational advice and support to the Chief Executive Officer, the Senior Leadership Team, and Level 3 and 4 managers to ensure that effective HR strategies are developed and integrated into all business strategies and plans. This will help to build a high performing Ministry.

HR is also responsible for the design and delivery of a range of Ministry-wide HR policies, operational HR processes, and systems aimed at ensuring that managers have access to the best possible advice, support, and systems to motivate, develop and manage their people.

The HR function recently transitioned to an Operating Model to ensure that

HR services within the Ministry are delivered efficiently and within a cost effective framework that meets the current and future needs of the Ministry.

About the Position

This position is in the Organisational Capabilities Division of the HR Group and is responsible for advising on remuneration matters and supporting the effective management of remuneration across the Ministry. Areas of responsibility include NZ staff remuneration, executive remuneration management, support for Locally Engaged staff remuneration management, management of overseas (seconded staff) remuneration and associated matters. The Principal Adviser Remuneration is responsible for costing and modelling remuneration options in support of advice to the Senior Leadership Team. The Principal Adviser Remuneration also plays a key role in supporting bargaining through assistance to the Principal Adviser ER. The Principal Adviser Remuneration has specialist expertise in remuneration strategy, advice and provides specialist support to the Manager and to the Principal HR Adviser in Organisational Capabilities. The Principal Adviser Remuneration is required to manage remuneration on behalf of the Ministry and to manage the annual remuneration round process including working with other parts of the HR Group to engage them in the aspects of the process that they must manage.

Delegations

This position has no delegated authority.

Relationships

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- Group Manager Human Resources
- Human Resources leadership team (Manager People Capabilities, Manager HR Business Partners, Manager HR Organisational Capabilities)
- CEO and SLT (Level 2 Ministry Managers)
- All Ministry Managers
- Organisational Capabilities Team and wider HR Group.

External (outside MFAT)

- State Services Commission
- ER practitioners in both the Public and the Private Sector
- Consulting companies as appropriate
- Suppliers

Key Accountabilities:

NZ Staff
Remuneration
Management

The following key accountabilities of this role assist in delivering the Ministry's purpose:

- Monitor and report on the remuneration market and develop recommendations for Senior Leadership decision making.
- Contribute to long term planning and forecasting of remuneration costs and implications.
- Manage the job evaluation/job sizing process and the decisions made on position pay bands. Ensure that accurate records of decisions are maintained and are traceable.

- Manage the annual remuneration round. This includes modelling and costing remuneration options, centrally managing the annual remuneration process of collecting manager recommendations, supporting moderation and supporting senior leadership decision making.
- Provide services and support to managers and support staff co-ordinating the annual review of remuneration.
- Review opportunities for continuous improvement in our processes and approaches and implement changes as agreed.
- Work with HRIS to ensure that the Kiosk is developed to meet the needs of the organisation in managing the annual remuneration review process efficiently and effectively.
- Work with the HRIS team to maximise the use of the HRIS to accurately record all remuneration information required.
- Contribute survey information to Hay on behalf of the Ministry with support from the HRIS team. This position has overall responsibility for the quality of data contained in our returns.
- Support policy and strategy development and change led by the Principal HR Adviser Organisational Capabilities.

Executive Remuneration Management

- Monitor and report on the executive remuneration market and develop recommendations for Chief Executive decision making.
- Support the Chief Executive to review tier two manager remuneration. Undertake costings and option development. Prepare communications for the CE, including letters, variations as necessary.
- Manage responses to SSC questions on executive remuneration outcomes.

Support for Employee Relations

- Provide support to the Principal Adviser Employee Relations with any remuneration/terms and conditions of service modelling/costing required for bargaining and also in relation to the management of our Individual Employment Agreements.
- As appropriate, support the implementation of bargaining outcomes and flow on impacts to IEAs (for example variations through the remuneration round).

LES Remuneration Management

- Provide technical expertise and support to Business Partners who are the first point of contact for Posts managing LES remuneration.
- Centrally procure services for remuneration management on an all of Ministry basis.
- Maintain accurate records of LES job sizing centrally.
- Provide technical advice on LES pay setting, market reviews and the annual review of individual pay rates.
- Contribute to the central recording of LES information so that it may be displayed to managers in Org Publisher.

Administration of NZ Remuneration and Associated Elements

- Set the specifications for various calculators (related to remuneration) that are required for HRIS development. Test the tools that are developed to ensure they are suitable/accurate for use. Approve tools for use.
- Check remuneration splits prepared by Business Partners. Help Business Partners with these calculations.

- Administration of Overseas Remuneration and Associated Elements

 - Monitor on-shore allowances and maintain as appropriate.
 - Regularly review daily (per diem) rates and organise updates as appropriate.
 - Maintain summary of overseas remuneration and other terms and conditions of employment that require periodic review. Maintain calendar of reviews, basis for reviewing elements, and complete reviews on a timely basis.
 - Coordinate communication and consultation on rate and other changes.
 - Manage the 6 monthly ECA updates including consultation, approvals, communication and instructions to Payroll for implementation.
 - Manage and administer location allowance updates.
- Effective Relationship Management

 - Maintain an effective relationship with Hay and other remuneration service providers. Act as the central point of contact for Hay on all remuneration matters.
 - Maintain effective working relationships with all HR colleagues, demonstrating effective team work and collaboration.
 - Maintain effective and trusted relationships with unions.
 - Maintain effective relationships with internal stakeholders with a demonstrated service provision commitment.
- Support and Education for Business Partners

 - Provide technical advice and support to Business Partners on all remuneration matters.
 - Educate Business Partners on the detail of how the Ministry's remuneration system operates including the review process and the range of variable arrangements in place.
 - Provide advice to Business Partners on employee benefits.
- Data and Record Management

 - Work with HRIS to ensure that the information the business needs in relation to remuneration management is captured in a usable format in the HRIS.
 - Work with HRIS to ensure that the tools available to managers are developed and improved to meet the needs of the organisation.
 - Maintain accurate remuneration records for each position including job size, profile and pay band through the HRIS.
- Reporting

 - Contribute to all required reporting – internal and external.
- Taxation issues

 - Provide advice on tax issues which impact at an employee level, particularly in relation to the composition of the remuneration package and in relation to policy on terms and conditions of employment.
 - Obtain advice from and instruct the Ministry's tax advisers as appropriate.

Qualifications, Skills, Knowledge, and Experience

You must have the following qualifications, skills, and experience:

- Excellent analytical capability, including the ability to interpret data and provide strategic advice to the Ministry's leadership.
 - Excellent written capability, including the ability to present complex ideas
-

and information in a way that it can be easily understood combined with the ability to support this with appropriate data, calculations and models.

- Advanced Excel capability and a good level of capability with the full range of Microsoft office tools.
- Experience with modelling a range of outcomes or initiatives. An advanced level of capability in modelling remuneration and other options and outcomes, completing costings and associated analysis.
- Specialist expertise in remuneration management including job evaluation, market monitoring and reporting, and formulating remuneration advice and recommendations.
- Well organised, resilient and with the ability to work under pressure and to strict deadlines.
- The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take shared responsibility for team outcomes.
- Demonstrated proactivity and strategic capability – can evidence a continuous improvement focus and innovation.
- A strong results orientation.
- Well-developed relationship management and influencing skills.
- Sound understanding of tikanga and Treaty of Waitangi principles.
- A strong customer and business partnership focus, with the ability to communicate effectively with a range of people.

You must also:

- Be able to obtain and maintain an appropriate New Zealand Government Security clearance.

**Additional
Comments**

None



Position Description

Position Title	Manager, Payroll
Group	Human Resources Group
Location	Wellington
Reports to	Manager HR Organisational Capabilities
Last Review Date	April 2015

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About the Group

The role of Human Resources (HR) is to ensure that the Ministry has the people and culture to deliver on the Government's priorities. HR provides high-level strategic and operational advice and support to the Chief Executive Officer, the Senior Leadership Team, and Level 3 and 4 managers to ensure that effective HR strategies are developed and integrated into all business strategies and plans. This will help to build a high performing Ministry.

HR is also responsible for the design and delivery of a range of Ministry-wide HR policies, operational HR processes, and systems aimed at ensuring that managers have access to the best possible advice, support, and systems to motivate, develop and manage their

people.

The HR function recently transitioned to an Operating Model to ensure that HR services within the Ministry are delivered efficiently and within a cost effective framework that meets the current and future needs of the Ministry.

About the Position

The Manager, Payroll is responsible for managing and ensuring the provision of efficient and reliable payroll services to all NZ paid Ministry staff located both in New Zealand and overseas in line with established policies and procedures, and relevant statutory and contractual requirements. *(Responsibility does not extend to Locally Engaged Staff).*

In addition, the role provides advice to Ministry managers and staff regarding payroll related issues. The Manager, Payroll will also provide advice to the Group Manager, HR from time to time.

Delegations

This position has the following management responsibilities:

HR Staffing

- Direct reports – 2 (up to 1.53 FTE).

Human Resources

This position has LOA5 Human Resources delegations.

Financial

The position has authority to approve expenditure as a budget manager within the annually approved budgets.

Relationships

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- Group Manager Human Resources
- Human Resources leadership team (Manager People Capabilities, Manager HR Business Partners, Manager HR Organisational Capabilities)
- The wider HR Group, particularly the HRIS team and HR Business Partners.
- Ministry staff
- Payroll team members

External (outside MFAT)

- State Services Commission
 - ACC
 - NGA or other provider
 - Creditor organisations
 - IRD
 - Superannuation providers
 - Other government agencies (Ministry of Justice, Work and
-

Income, Housing NZ etc.)

- Unions
 - Southern Cross.
-

Key Accountabilities

Leadership and Management

The following key accountabilities of this role assist in delivering the Ministry's purpose:

- Lead the Payroll team to set and pursue goals particularly around continuous improvement, customer service and efficiency and effectiveness (productivity).
- Set performance objectives for team members including stretch objectives and ensure regular and effective performance management and active development of the team.
- Actively coach and support team members.
- Build team capability and ensure successors are developed for key roles.
- Encourage and support individuals to expand their capability and achieve their career aspirations. Ensure staff are able to plan for and access learning and development opportunities.
- Ensure team members have the detailed knowledge they require including knowledge of various employment terms and conditions, legislative requirements etc.
- Actively work with team members to build commitment to the Ministry and to list levels of employee engagement.
- Ensure the team provides sound, consistent advice and interpretation to managers and employees.
- Ensure an effective bring-up system is maintained, for the payroll team to follow-up and process future changes.
- Manage and report on allocated budgets.

Payroll Management

- Manage all payroll processing, consistent with our contractual and legal obligations. Ensure the payroll process is correctly initiated and completed in accordance with Ministry policies and relevant legislation. Identify and follow up with the appropriate person (this will generally be through the HR Business Partner) any matters referred to Payroll for action that are inconsistent with legislative requirements or the Ministry's policy or that have not been made with the correct authority.
- Manage the payroll accounting procedures for all payroll services provided by the Ministry.
- Ensuring the accurate and timely processing of altered terms and conditions of employees and employee requests for other changes that they are entitled to seek e.g. Deductions, contributions etc.
- Establish and maintain effective operational processes, systems, and tools to ensure the performance targets of the payroll team are met.
- Oversee the processing of payroll deductions such as superannuation, monitoring and reconciling payments as necessary.
- Ensure employees are treated in accordance with their contractual and statutory entitlements and escalates issues if required.
- Manage communications with staff on a range of pay-related matters as a matter of routine or as directed.
- Administer the superannuation schemes.

Payroll Improvements

- Ensure the payroll function responds to the changing needs of the Ministry.
- Identify, document and, where possible, rectify any deficiencies found in payroll operation. Work with the HRIS team to log and test fixes/system changes and to sign off when resolved.
- Identify and implement improvements in payroll services and systems by means of on-going review and enhancement of the systems and procedures used.

Accurate Payroll Processing

- Ensure that high standards of accuracy are maintained at all times.
- Ensure adequate checking processes of are in place to ensure the fortnightly and ad-hoc payrolls are processed in an accurate manner and on a timely basis, with no to minimal errors. Ensure overpayments are avoided.
- Check and authorise the fortnightly payroll expenditures.
- Check and authorise the fortnightly tax and superannuation payments to various providers.
- Maintain a record of overpayments and ensure recovery action is taken.
- Manage end of tax year processing and updates.
- Manage end of financial year processing.
- Manage reimbursements, invoicing, and reporting for ACC.
- Provide calculation for the invoicing of SSRSS contributions to the State Services Commission.
- Prepare and submit IRD returns.
- Keep up-to-date ACC information and process claims to ensure payment are received from ACC for absences due to accidents.

Internal Control Processes

- Ensure that appropriate internal control processes are in place and operating so that there are appropriate checks and balances and the Ministry has assurance of the integrity of payroll processes. Internal control processes should ensure that the opportunity to misuse the payroll is controlled.
- Ensure the quality assurance of payroll processing through appropriate checking processes.
- Ensure that tools used by Payroll e.g. back pay calculator are tested and signed off before being used through the live system.
- Oversee and conduct the internal daily audit of the payroll activity to ensure adequate standards of performance and accuracy are being maintained, and the work is being undertaken in accordance with sound efficiency, security, and legal principles.

Compliance and Auditing

- Provide assistance to external and internal auditors conducting audits of the payroll.
- Maintain up-to-date knowledge of audit requirements.
- Demonstrate the application of robust internal control and quality assurance systems to auditors.

Reporting

- Ensure the provision of routine payroll-related information and advice to managers and other stakeholders.
- Ensure required payroll processing reports are undertaken including reports necessary for audit/integrity/internal control processes.
- Provide timely and accurate management information on payroll expenditure.
- Provide reports and documentation to external bodies and auditors as required.
- Deliver reports, returns, and other non-standard information for the HR Group.

Service

- Ensure that all team members demonstrate the highest levels of customer service.
- Monitor the level of service which the payroll team provides and implement strategies to improve this. This should also include generating new and innovative ideas/suggestions to improve services to the customer.
- Resolve any payroll complaints effectively and efficiently and maintain in the quality of the payroll service.
- Ensure the payroll team maintains a high quality of service and that all concerns are resolved in a responsive, efficient and timely manner.
- Set desired standards of service in the team and personally demonstrate these behaviours.

Records Management

- Ensure appropriate personal records are created and maintained, including managing the removal and archiving of personal records for ceased employees.
- Ensure all records processed through Payroll are maintained on personal files. For audit purposes, payroll matters/changes processed by the team must be supported by documentation on the personal file. This includes documentation of individual agreements and variations generated by the Ministry, and other matters initiated by employees or in relation to employees e.g. changes in personal superannuation or deductions the Ministry is required to make by law in relation to child support, tax arrears etc.
- Maintain full records of all relevant CEAs, relevant statutory provisions, interpretations, and decisions.
- Maintain and ensure all necessary documentation is kept providing the required audit trail.

Projects

- The Payroll Manager assists and contributes to project management as directed by the Manager, HR Organisational Capabilities. This may include:
 - Involvement in project planning and implementation for projects which have the purpose of enhancing payroll services.
 - Managing the team risk and compliance in relation to its statutory responsibilities as a payroll agency.
 - Contributing to the development and review of human

resources policies, systems, and procedures to meet the Ministry's operational requirements.

Relationship Management

- Establish a strong working relationship with the HR Leadership Team.
- Develop and maintain excellent professional relationships and networks both internally and externally to the Ministry.
- Actively participate as an effective member of the HR Group and "virtual teams" ensuring a collaborative culture, commitment to the direction of HR, and achievement of agreed outcomes.

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework. Ensure team members understand how they contribute to this.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Other duties as reasonably requested by the employer.

Knowledge Management

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders, including contributing to/presenting at internal learning and development opportunities.

Qualifications, Skills, Knowledge, and Experience

You must have the following qualifications, skills, and experience:

- An HR-based or other relevant tertiary qualification preferred but not essential.
- At least 5 years' experience in managing payroll functions, preferably in the public sector.
- Proven well-developed leadership skills, with the ability to set the direction, and influence others to be part of the journey. The ability to lead change. Demonstrated ability to lead and manage a team. (Includes coaching, motivating and inspiring, managing high performance, delegating and developing people).
- Experience in and knowledge of personnel or payroll operations.
- Computer competence including expertise in word processing and spreadsheets. Advanced capability with HRIS/Payroll systems and the ability to use a range of these systems.
- Experience in applying relevant employment legislation.
- Experience in interpreting and applying employment contract provisions and Human Resources policy.
- Ability to communicate clearly, both orally and in writing.
- Excellent organisational skills including the ability to work to

deadlines and achieve results.

- Knowledge of organisation and employment conditions of the Ministry and Posts.
- Sound analysis, judgement, and problem solving capabilities. Excellent numeracy skills and the ability to undertake complex calculations.
- The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take shared responsibility for team outcomes across the Group.
- Experience with project management methodologies and the ability to deliver projects on budget and on time.
- The ability to influence and persuade based on specialist expertise and ability to problem solve.
- Sound understanding of tikanga and Treaty of Waitangi principles.

You must also:

- Hold New Zealand citizenship; and
- Be able to obtain and maintain an appropriate New Zealand Government Security clearance.

**Additional
Comments**

None

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Position Description

Position Title Senior Payroll Administrator

Group Human Resources Group

Location Wellington

Reports to Manager, Payroll

Last Review Date April 2015

About the Ministry The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.

Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.

Our work:

Leadership

- amplifies New Zealand's influence and standing in the world;

Prosperity

- delivers improved prosperity for New Zealand and our region;

Kaitiakitanga

- delivers solutions to global challenges, for the benefit of present and future generations;

Stability

- delivers security and resilience to our country, our people, and our region.

Our values are professionalism, leadership, respect, collaboration and innovation.

About the Group

The role of Human Resources (HR) is to ensure that the Ministry has the people and culture to deliver on the Government's priorities. HR provides high-level strategic and operational advice and support to the Chief Executive Officer, the Senior Leadership Team, and Level 3 and 4 managers to ensure that effective HR strategies are developed and integrated into all business strategies and plans. This will help to build a high performing Ministry.

HR is also responsible for the design and delivery of a range of Ministry-wide HR policies, operational HR processes, and systems aimed at ensuring that managers have access to the best possible advice, support, and systems to motivate, develop and manage their

people.

The HR function recently transitioned to an Operating Model to ensure that HR services within the Ministry are delivered efficiently and within a cost effective framework that meets the current and future needs of the Ministry.

About the Position

Assist the Manager, Payroll in providing an efficient and reliable payroll service to all Ministry staff located both in New Zealand and overseas in line with established policies and procedures, and relevant statutory and contractual requirements. The Senior Payroll Administrator is expected to act for the Manager, Payroll during short term periods of leave/absence.

Delegations

This position has the following management responsibilities:

HR Staffing

- Direct reports – 0.

Human Resources

N/A.

Financial

N/A.

Relationships

The position is required to build and maintain the following relationships:

Internal (within MFAT)

- Payroll Manager and team
- Manager HR Organisational Capabilities and their team
- Human Resources leadership team (Manager People Capabilities, Manager HR Business Partners, Manager HR Organisational Capabilities)
- The wider HR Group, particularly the HRIS team and HR Business Partners.
- Ministry staff
- Post Administration

External (outside MFAT)

- ACC
 - Northgate
 - Creditor organisations
 - IRD
 - Superannuation providers
 - Other government agencies (Ministry of Justice, Work and Income, Housing NZ)
 - Unions
 - Southern Cross.
-

Key Accountabilities

The following key accountabilities of this role assist in delivering the Ministry's purpose:

Payroll Administration

- Prepare and process data related to payment of salaries, allowances, and deductions for permanent, temporary, and casual staff in the Ministry.
- Resolve difficult inquiries wherever possible; escalate to the Manager, Payroll where necessary.
- Calculate overpayments and send letters for recovery.
- Manage the payroll in-box and distribute work as necessary.
- Set up new employees.
- Process final pay for employees leaving.
- Process payroll changes and timesheets.
- Process desk bank and cheque payments to agreed timetable.
- Prepare returns to IRD, GSF, PSA, FSA and other deduction agencies as required.
- Prepare and issue post-pay management reports and spreadsheets.
- Calculate and process manual payments and advances as required.
- Maintain all necessary documentation to provide the required audit trail.
- Operate an effective bring-up system to follow-up and process future changes.
- Assist with the end of tax-year processing.
- Assist with the end of financial year processing.
- Assist with the preparation of regular staffing returns to SSC and other Government agencies as required.
- Assist with checking work prepared by the Payroll Administrator.

Checking and Payroll Processing

- Check all data entered by others related to payment of salaries, allowances, and deductions for permanent, temporary, and casual staff in the Ministry.
- Check fortnightly payrolls in a timely and accurate manner.
- Ensure the integrity of the payroll system is maintained.
- Check payroll deductions, including superannuation, monitoring and reconciling payments as necessary.
- Ensure special types of leave and changes to leave entitlements are actioned in accordance with approvals.
- Check that approvals have the right level of delegated authority and are consistent with legal, contractual and policy provisions.

Provision of advice on terms and conditions of employment

- Investigate and research matters related to the application of terms and conditions of employment. Where appropriate, formulate recommendations for approval under delegated authority.
- Consult the Principal Adviser ER in relation to legal and contractual matters in order to formulate appropriate recommendations.
- Support the Principal Adviser ER to resolve issues related to the terms and conditions of employment of individuals.

ACC Processing

- Ensure ACC claims are promptly and accurately processed.
- Complete ACC forms for earnings information (ACC 3), assessing

- abatment (ACC38), and reimbursement agreement (ACC 72).
- Ensure accurate leave records for ACC absences, and that supporting ACC records are kept.
 - Follow up outstanding issues until settled.
 - Ensure refunds are accurately credited to appropriate budgets.
 - Assist with the annual ACC returns for all agencies.
- Administration of Superannuation Schemes**
- Check documents and process accurately and within deadlines.
 - Direct staff to HR policies when required and provide with contact details and written information.
- Leave Management**
- Oversee the management of leave carried out by the Payroll Administrator. This includes ensuring that processes are in place to:
 - Check that staff are entering leave online - by checking patterns, checking records that are not updating.
 - Ensure that manual leave is being processed accurately.
 - Ensure that those who must submit manual attendance records are doing so and that missing records are followed-up.
 - Ensure the Payroll Administrator is monitoring leave trends and leave balances and alerting managers to this.
 - Process leave applications and monthly attendance sheets in both hard copy and Kiosk applications where applicable.
 - Ensure leave applications and approvals are correctly processed, and special leave (including ACC and changes to leave entitlements) are actioned in accordance with approvals.
 - Maintain accurate and appropriate leave records.
- Personnel Records**
- Assist with the removal and archiving of personal files for ceased employee.
 - Ensure personal files are created and maintained.
 - Ensure full records are received before final filing action is taken.
- Customer Service**
- Contribute to setting the desired standards for service, maintain the highest levels of customer service personally and contribute suggestions to improve the team's customer service.
 - Communicate with staff and overseas Posts on a range of pay and leave-related matters as required, including briefings, inductions and ACC.
 - Resolve any complaints effectively and efficiently to enhance confidence in the quality of the payroll service.
 - Ensure that the service provided is responsive, timely, and highly accurate.
- Relationship Management**
- Establish a strong working relationship with the HR Leadership Team.
 - Develop and maintain excellent professional relationships and networks both internally and externally to the Ministry.
 - Actively participate as an effective member of the HR Group and "virtual teams" ensuring a collaborative culture, commitment to the direction of HR, and achievement of agreed outcomes.

**Organisational
Responsibilities**

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
- Other duties as may be reasonably requested by the employer.

**Knowledge
Management**

- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders, including contributing to/presenting at internal learning and development opportunities.

**Qualifications,
Skills,
Knowledge,
and experience**

You must have the following qualifications, skills, and experience:

- Qualification in Human Resources Management or Administration is preferable.
- Sound experience (at least 3 years) in processing/running NZ payrolls – preferably in the Public sector.
- Exposure to legislation - relevant to Payroll and HR, specifically the Holidays Act 2003, the Wages Protection Act, the Employment Relations Act.
- Able to set up, manipulate and to perform basic analysis of data.
- Ability to work accurately without close supervision.
- Computer competence including expertise in Word and Excel. Capability with Payroll/HRIS applications.
- Ability to communicate clearly, both orally and in writing.
- Good organisational skills and the ability to achieve results and meet deadlines.
- Knowledge of organisation and employment conditions of the Ministry.
- Work well and flexibly, collaboratively and collegially within each HR team and across the HR Group.
- The ability to persuade and influence and maintain credibility as a specialist.
- The ability to adapt in a changing environment and respond constructively to change.
- Sound understanding of tikanga and Treaty of Waitangi principles.

You must also:

- Hold New Zealand citizenship; and
- Be able to obtain and maintain an appropriate New Zealand

**Additional
Comments**

Government Security clearance.
None

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Position Description

Position Title	Payroll Administrator (up to 20 hours per week)
Group	Human Resources Group
Location	Wellington
Reports to	Manager Payroll
Last Review Date	April 2015
About the Ministry	<p>The Ministry of Foreign Affairs and Trade works to make New Zealand's voice heard overseas and contributes directly to the security and well-being of all New Zealanders.</p> <p>Our purpose is to create the international conditions and connections for New Zealand and New Zealanders to thrive.</p> <p>Our work:</p> <ul style="list-style-type: none"> • <i>Leadership</i> amplifies New Zealand's influence and standing in the world; • <i>Prosperity</i> delivers improved prosperity for New Zealand and our region; • <i>Kaitiakitanga</i> delivers solutions to global challenges, for the benefit of present and future generations; • <i>Stability</i> delivers security and resilience to our country, our people, and our region. <p>Our values are professionalism, leadership, respect, collaboration and innovation.</p>
About the Group	<p>The role of Human Resources (HR) is to ensure that the Ministry has the people and culture to deliver on the Government's priorities. HR provides high-level strategic and operational advice and support to the Chief Executive Officer, the Senior Leadership Team, and Level 3 and 4 managers to ensure that effective HR strategies are developed and integrated into all business strategies and plans. This will help to build a high performing Ministry.</p> <p>HR is also responsible for the design and delivery of a range of Ministry-wide HR policies, operational HR processes, and systems aimed at ensuring that managers have access to the best possible advice, support, and systems to motivate, develop and manage their</p>

	<p>people.</p> <p>The HR function recently transitioned to an Operating Model to ensure that HR services within the Ministry are delivered efficiently and within a cost effective framework that meets the current and future needs of the Ministry.</p>
About the Position	<p>Assist the Payroll Manager in providing an efficient and reliable payroll service to all Ministry staff located both in New Zealand and overseas in line with established policies and procedures, and relevant statutory and contractual requirements.</p>
Delegations	<p>This position has the following management responsibilities:</p> <p>HR Staffing</p> <ul style="list-style-type: none"> • Direct reports – 0. <p>Human Resources</p> <p>N/A.</p> <p>Financial</p> <p>N/A.</p>
Relationships	<p>The position is required to build and maintain the following relationships:</p> <p>Internal (within MFAT)</p> <ul style="list-style-type: none"> • Payroll Manager and team • Manager HR Organisational Capabilities and their team • Human Resources leadership team (Manager People Capabilities, Manager HR Business Partners, Manager HR Organisational Capabilities) • The wider HR Group, particularly the HRIS team and HR Business Partners. • Ministry staff • Post Administration <p>External (outside MFAT)</p> <ul style="list-style-type: none"> • ACC • Northgate • Creditor organisations • IRD • Superannuation providers • Other government agencies (Ministry of Justice, Work and Income, Housing NZ) • Unions • Southern Cross.
Key Accountabilities	<p>The following key accountabilities of this role assist in delivering the Ministry's purpose:</p>

Payroll
Administration

- Prepare and process data related to payment of salaries, allowances, and deductions for permanent, temporary, and casual staff in the Ministry.
- Resolve inquiries wherever possible; escalate to the Payroll Manager where necessary.
- Set up new employees.
- Process final pay for employees leaving.
- Process payroll changes and timesheets.
- Process desk bank and cheque payments to agreed timetable.
- Prepare returns to IRD, GSF, PSA, FSAD and other deduction agencies as required.
- Prepare and issue post-pay management reports and spreadsheets.
- Calculate and process manual payments and advances as required.
- Maintain all necessary documentation to provide the required audit trail.
- Operate an effective bring-up system to follow-up and process future changes.
- Assist with the end of tax year processing.
- Assist with the end of financial year processing.
- Assist with the preparation of regular staffing returns to SSC and other Government agencies as required.

Leave Management

- Manage leave recording for staff paid through Payroll. This includes ensuring that processes are in place to:
 - Check that staff are entering leave online - by checking patterns, checking records that are not updating.
 - Ensure that manual leave is being processed accurately.
 - Ensure that those who must submit manual attendance records are doing so and that missing records are followed-up.
- Monitor leave trends and leave balances and alert managers to issues.
- Process leave applications and monthly attendance sheets in both hard copy and Kiosk applications where applicable.
- Ensure leave applications and approvals are correctly processed, and special leave (including ACC and changes to leave entitlements) are actioned in accordance with approvals.
- Maintain accurate and appropriate leave records.

ACC Processing

- Assist with processing ACC claims, completing ACC forms, and processing this through payroll.
- Ensure accurate leave records for ACC absences, and that supporting ACC records are kept.
- Follow up outstanding issues until settled.
- Ensure refunds are accurately credited to appropriate budgets.
- Assist with the annual ACC returns for all agencies.

Administration of
Superannuation
Schemes

- Process superannuation documents accurately and within deadlines.
- Direct staff to HR policies when required and provide with contact

details and written information.

- Personnel Records
- Prepare and maintain personal files.
 - Ensure full records are received before final filing action is taken.
 - Assist with the removal and archiving of personal files for ceased employee.
- Customer Service
- Contribute to setting the desired standards for service, maintain the highest levels of customer service personally and contribute suggestions to improve the team's customer service.
 - Communicate with staff and overseas Posts on a range of pay and leave-related matters as required, including briefings, inductions and ACC.
 - Resolve any complaints effectively and efficiently to enhance confidence in the quality of the payroll service.
 - Ensure that the service provided is responsive, timely, and highly accurate.
- Relationship Management
- Establish a strong working relationship with the HR Leadership Team.
 - Develop and maintain excellent professional relationships and networks both internally and externally to the Ministry.
 - Actively participate as an effective member of the HR Group and "virtual teams" ensuring a collaborative culture, commitment to the direction of HR, and achievement of agreed outcomes.
- Organisational Responsibilities
- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
 - Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
 - Understand tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
 - Be aware of and adhere to the Ministry's Health and Safety policies and procedures.
 - Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents.
 - Other duties as may be reasonably requested by the employer.
- Knowledge Management
- Contribute to the continuous development of the Ministry's knowledge base by using the Ministry's internal systems, sharing information and data with relevant internal stakeholders, including contributing to/presenting at internal learning and development opportunities.
- Group support
- Work collegially with other staff to provide support services to the Group as payroll duties allow.

**Qualifications,
Skills,
Knowledge,
and experience**

You must have the following qualifications, skills, and experience:

- Qualification in Human Resources Management or Administration is preferable.
- Some previous experience in processing/running NZ payrolls - preferably in the Public sector.
- Exposure to legislation - relevant to Payroll and HR, specifically the Holidays Act 2003, the Wages Protection Act, the Employment Relations Act.
- Able to set up, manipulate and to perform basic analysis of data.
- Ability to work accurately without close supervision.
- Computer competence including expertise in Word and Excel. Aptitude for Payroll/HRIS applications.
- Ability to communicate clearly, both orally and in writing.
- Good organisational skills and the ability to achieve results and meet deadlines.
- Ability to develop knowledge of the organisation and employment conditions of the Ministry.
- Ability to work well and flexibly, collaboratively and collegially within each HR team and across the HR Group.
- The ability to persuade and influence and maintain credibility as a specialist.
- The ability to adapt in a changing environment and respond constructively to change.
- Sound understanding of tikanga and Treaty of Waitangi principles.

You must also:

- Hold New Zealand citizenship; and
- Be able to obtain and maintain an appropriate New Zealand Government Security clearance.

**Additional
Comments**

None

Annex c: Assessment Criteria for Reassignment

The assessment criteria have been taken from the Ministry's Capability Framework and the position descriptions. You should refer to these documents for additional information on the capability requirements.

Position: Manager HR Systems and Reporting (Frontline Leader)		
Pay Band: 19		
Capability Framework	Job Description reference	Weighting
<p>Thought: Integrate wide ranging information and make effective decisions.</p> <ul style="list-style-type: none"> • Technical expertise • Analytical and decision making • Strategic Leadership 	<ul style="list-style-type: none"> • Well-developed leadership skills, ability to set direction, and influence others. • Strategic thinking capability including focus on improvements in organisational capability, performance and productivity. • Project management • A comprehensive understanding of HR and the strategic use of HR information in a variety of contexts. • Technical capability with HR information systems. • Analytical capability with information. • Problem-solving • Advanced Excel, SQL, relational databases skills 	3
<p>Deliver: Manage and co-ordinated their team to deliver outcomes.</p> <ul style="list-style-type: none"> • Achievement drive • Work management • Achieving through others • Managing work area performance 	<ul style="list-style-type: none"> • A strong results orientation. • A focus on continuous improvement. 	3
<p>Influence: Influence and inspire their team and stakeholders</p> <ul style="list-style-type: none"> • Communication • Influencing and inspiring • Political acumen • Change leadership 	<ul style="list-style-type: none"> • The ability to lead change. • The ability to work with and influence diverse organisational interests • Resilience and perseverance to overcome barriers and achieve outcomes. • Customer service • Effective communications 	2
<p>People: Lead a team which collaborates to deliver results</p> <ul style="list-style-type: none"> • Relationship management • Interpersonal skills • Cultural and language skills • Developing people • Team leadership 	<ul style="list-style-type: none"> • Motivate and inspire innovation and high performance. • Ability to build teams. • Relationship management skills 	2
<p>Self: Self-reflect to adapt and improve work approach.</p> <ul style="list-style-type: none"> • Self-awareness and agility • Developing self • Managing pressure • Integrity 		1

Position: HR Reporting Analyst (Professional)		
Pay Band: 17		
Capability Framework	Job Description Reference	Weighting
<p>Thought: Analyse information and make effective decisions within domain of specialist practice.</p> <ul style="list-style-type: none"> • Technical expertise • Analytical and decision making skills • Organisational alignment 	<ul style="list-style-type: none"> • Analytical capability, ability to interpret data and translate into advice • Advanced Excel capability, Microsoft tools • Modelling capability • Understanding of HR and operational use of HR information • Technical capability with HR Information Systems and advanced capability with reporting tools • Understanding of HR key concepts • Experience with survey design and survey tools • Advanced Excel SQL and relational database skills. 	3
<p>Deliver: Manage personal workload to deliver required outcomes.</p> <ul style="list-style-type: none"> • Achievement drive • Work management 	<ul style="list-style-type: none"> • Resilient, ability to work under pressure and to strict deadlines • Strategic capability and focus on continuous improvement and innovation. • Strong results orientation. 	3
<p>Influence: Clearly communicate information and ideas to influence others.</p> <ul style="list-style-type: none"> • Communication • Influencing and inspiring • Political acumen • Championing organisational culture 	<ul style="list-style-type: none"> • Excellent written capability/ability to present complex ideas • Customer service and business partner focus. Ability to communicate effectively with a range of people and a track record of superior customer service 	2
<p>People: Collaborate to deliver results.</p> <ul style="list-style-type: none"> • Relationship management • Interpersonal skills • Cultural and language skills • Developing others • Team focus 	<ul style="list-style-type: none"> • Work flexibly and effectively in a team context. Work collaboratively and supportively and to take shared responsibility for team outcomes • The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take a shared responsibility for team outcomes. • Understanding tikanga and Treaty • Relationship management 	2
<p>Self: Self-reflect to adapt and improve work approach.</p> <ul style="list-style-type: none"> • Self-awareness and agility • Developing self • Managing pressure • Integrity 		1

Position: Manager Payroll (Frontline Leader)		
Pay Band: 15		
Capability Framework	Job Description Reference	Weighting
<p>Thought: Integrate wide ranging information and make effective decisions.</p> <ul style="list-style-type: none"> • Technical expertise • Analytical and decision making • Strategic Leadership 	<ul style="list-style-type: none"> • Experience managing payroll preferably in the public sector • Well-developed leadership skills with the ability to set direction and influence others. • Personnel and payroll knowledge. • Computer competence including Word and Excel. Advanced payroll/HRIS capability. • Knowledge of employment legislation • Ability to interpret employment contracts and HR policy • Analytical and problem solving capability, sound judgement • Excellent numeracy skills and the ability to undertake complex calculations. • Project management 	3
<p>Deliver: Manage and co-ordinated their team to deliver outcomes.</p> <ul style="list-style-type: none"> • Achievement drive • Work management • Achieving through others • Managing work area performance 	<ul style="list-style-type: none"> • Excellent organisation skills including the ability to work to deadlines and achieve results 	3
<p>Influence: Influence and inspire their team and stakeholders</p> <ul style="list-style-type: none"> • Communication • Influencing and inspiring • Political acumen • Change leadership 	<ul style="list-style-type: none"> • Ability to lead change • Oral and written communication • The ability to influence and persuade based on specialist expertise • Customer service and business partner focus. Ability to communicate effectively with a range of people and a track record of superior customer service 	2
<p>People: Lead a team which collaborates to deliver results</p> <ul style="list-style-type: none"> • Relationship management • Interpersonal skills • Cultural and language skills • Developing people • Team leadership 	<ul style="list-style-type: none"> • Ability to lead and manage a team – coaching, motivating and inspiring high performance, delegating and developing people. • The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take a shared responsibility for team outcomes. • Understanding of tikanga and Treaty 	2
<p>Self: Self-reflect to adapt and improve work approach.</p> <ul style="list-style-type: none"> • Self-awareness and agility • Developing self • Managing pressure • Integrity 		1

Position: Senior Payroll Administrator (Professional)		
Pay Band: 14		
Capability Framework	Job Description Reference	Weighting
<p>Thought: Analyse information and make effective decisions within domain of specialist practice.</p> <ul style="list-style-type: none"> • Technical expertise • Analytical and decision making skills • Organisational alignment <p>Deliver: Manage personal workload to deliver required outcomes.</p> <ul style="list-style-type: none"> • Achievement drive • Work management <p>Influence: Clearly communicate information and ideas to influence others.</p> <ul style="list-style-type: none"> • Communication • Influencing and inspiring • Political acumen • Championing organisational culture <p>People: Collaborate to deliver results.</p> <ul style="list-style-type: none"> • Relationship management • Interpersonal skills • Cultural and language skills • Developing others • Team focus <p>Self: Self-reflect to adapt and improve work approach.</p> <ul style="list-style-type: none"> • Self-awareness and agility • Developing self • Managing pressure • Integrity 	<ul style="list-style-type: none"> • Experience processing/running payroll • Understanding of employment legislation/ employment contracts/Ministry policies • Basic analytical capability • Advanced numeracy skills and high level of accuracy • Computer competence including Word and Excel, advanced capability with payroll/HRIS • Good organisational skills and ability to achieve results and meet deadlines. • Oral and written communication skills • The ability to persuade and influence and maintain credibility as a specialist • The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take a shared responsibility for team outcomes. • Understanding of tikanga and Treaty • Ability to work without supervision 	<p>3</p> <p>3</p> <p>2</p> <p>2</p> <p>1</p>

Position: Payroll Administrator (Professional)		
Pay Band: 12		
Capability Framework	Job Description Reference	Weighting
<p>Thought: Analyse information and make effective decisions within domain of specialist practice.</p> <ul style="list-style-type: none"> • Technical expertise • Analytical and decision making skills • Organisational alignment <p>Deliver: Manage personal workload to deliver required outcomes.</p> <ul style="list-style-type: none"> • Achievement drive • Work management <p>Influence: Clearly communicate information and ideas to influence others.</p> <ul style="list-style-type: none"> • Communication • Influencing and inspiring • Political acumen • Championing organisational culture <p>People: Collaborate to deliver results.</p> <ul style="list-style-type: none"> • Relationship management • Interpersonal skills • Cultural and language skills • Developing others • Team focus <p>Self: Self-reflect to adapt and improve work approach.</p> <ul style="list-style-type: none"> • Self-awareness and agility • Developing self • Managing pressure • Integrity 	<ul style="list-style-type: none"> • Experience processing/running payroll • Understanding of employment legislation/ employment contracts/Ministry policies • Basic analytical capability • Advanced numeracy skills and high level of accuracy • Computer competence including Word and Excel, advanced capability with payroll/HRIS • Good organisational skills and ability to achieve results and meet deadlines. • Oral and written communication skills • The ability to persuade and influence and maintain credibility as a specialist • The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take a shared responsibility for team outcomes. • Understanding of tikanga and Treaty • Ability to work without supervision 	<p>3</p> <p>3</p> <p>2</p> <p>2</p> <p>1</p>

Position: Principal Adviser Remuneration (Mid-level Professional)		
Pay Band: 19		
Capability Framework	Job Description Reference	Weighting
<p>Thought: Analyse complex information and make effective decisions within domain of specialist practice.</p> <ul style="list-style-type: none"> • Technical expertise • Analytical and decision making skills • Organisational alignment 	<ul style="list-style-type: none"> • Analytical capability including the ability to interpret data and provide advice. • Advanced Excel, Microsoft capability • Experience with modelling • Specialist expertise in remuneration management including job evaluation, market monitoring and reporting, formulating advice and recommendations 	3
<p>Deliver: Manage personal workload to deliver required outcomes.</p> <ul style="list-style-type: none"> • Achievement drive • Work management 	<ul style="list-style-type: none"> • Well organised, resilient with the ability to work under pressure to strict deadlines. • Strategic capability and focus on continuous improvement and innovation. • Strong results orientation 	3
<p>Influence: Clearly communicate information and ideas to influence others.</p> <ul style="list-style-type: none"> • Communication • Influencing and inspiring • Political acumen • Championing organisational culture 	<ul style="list-style-type: none"> • Written capability including the ability to present complex ideas and information • Customer service and business partner focus. Ability to communicate effectively with a range of people 	2
<p>People: Collaborate to deliver results.</p> <ul style="list-style-type: none"> • Relationship management • Interpersonal skills • Cultural and language skills • Developing others • Team focus 	<ul style="list-style-type: none"> • The ability to work flexibly and effectively in a team context. The ability to work collaboratively and supportively and to take a shared responsibility for team outcomes. • Understanding tikanga and Treaty 	2
<p>Self: Self-reflect to adapt and improve work approach.</p> <ul style="list-style-type: none"> • Self-awareness and agility • Developing self • Managing pressure • Integrity 		1