

STATEMENT OF ACCOUNTABILITY

Roster Officer

TEAM	HR Shared Services, Rostering Support Team
ROLE TITLE	Roster Officer
REPORTS TO	Team Lead Rostering Support

OUR CULTURE

At our DHB, we are committed to putting people at the heart of all we do, so that we are all supported to deliver world class healthcare to our communities. This means we all behave with honesty, integrity and courage; doing the right thing by each other and our communities. We demonstrate care and concern for our own and others wellbeing. We believe that diversity and inclusion is critical to ensure we deliver the best care for our diverse communities. Therefore, we always respect and value everyone's differences. When making decisions we consider and seek a diverse range of viewpoints especially those from minority groups. We acknowledge New Zealand as a bicultural nation and support and respect the integration of Tikanga Māori and Te Reo Māori at work.

OUR TEAM ACCOUNTABILITY

As a member of the **HR Shared Services team**, this role has shared accountability for:

- **Engaging** the People and Capability team, the Canterbury District Health Board, the West Coast District Health Board and our health systems to build a more educated and effective health system.
- **Growing** knowledge and understanding of the HR processes and procedures within People and Capability team and wider Canterbury and West Coast DHBs.
- **Ensuring** clarity of People and Capability practices and processes and making sure all teams and roles know their accountability and responsibility.
- **Building** the service capability of the People and Capability Administration function to deliver service in a people-centric way and the develop capability to do it effectively and efficiently.
- **Communicating** in order that within the People and Capability team, the wider People & Capability function, the Canterbury DHB, West Coast DHB and our health systems, everyone remains aligned with and informed about our plans, priority and progress.

MY ROLE RESPONSIBILITY

The Roster Officer is an integral member of the Rostering Support Team and is responsible for the quality of time and attendance information which ensures employees are paid the correct amount at the right time. The team strives to maintain an excellent level of customer service by answering enquiries, resolving problems, fulfilling requests, keying data, coaching people leaders and resolving issues.

Specifically, the role is responsible for:

- Assisting roster owners to build and maintain their rosters.
- Providing expert advice to roster owners and transactors.
- Ensuring DHB strategy, policies and procedures are complied with.
- Supporting regular roster maintenance such as change of runs for trainee doctors.
- Opening and closing rosters and processing time and attendance exception events.
- Identifying areas of improvement in service and process.
- Ensuring customers are kept informed and query cases are kept up to date.

- Answering phone and online enquires satisfactorily and within a reasonable timeframe.
- Working collaboratively with other HRSS and support teams to resolve issues.
- Maintaining a customer focused can do approach to customer service interactions.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have the following proven capabilities:

- **Self-Aware** - Understands their impact on others and strengthen personal capability over time.
- **Engaging others** - Connect with people; to build trust and become a leader that people want to work with and for.
- **Resilient and Adaptive** - Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
- **Honest and Courageous** - Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
- **Achieving Goals** - Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
- **Managing Work Priorities** - Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
- **Curious** - Seeks and integrates ideas, information, and different perspectives.

Qualifications, experience, knowledge and skills:

- High level of computer literacy with Microsoft Suite applications.
- Minimum of NCEA Level 3.
- Experience of working in a fast-paced administration function.
- Analytical skills with a demonstrated ability to learn quickly, work accurately, resolve problems and achieve results.
- Demonstrated experience of working as an effective team member.
- Ideally practical experience of rostering practice.
- Ideally experience of working in the health sector or other large and diverse organisation.

MY RELATIONSHIPS TO NURTURE

Internal

- Roster owners
- Roster transactors
- DHB employees
- HRSS team members
- HR Advisory Team

External

- None

OUR WELLBEING, HEALTH AND SAFETY

At our DHB, we're committed to promoting a culture where our people's wellbeing, health and safety is at the core of everything we do. We're committed to a healthy and safe working environment to enable everyone to return home safe and well every day. We're driving for a positive, inclusive, engaging culture where our people feel safe and engaged in their work.

We know that it's really important to look after yourself, in order to provide the best possible care to our community. We are all responsible for the health and safety of ourselves and each other. We need to work together to ensure wellbeing, health and safety risks do not put our people at risk of harm.

MY CLINICAL CAPABILITIES

Not applicable

