

STATEMENT OF ACCOUNTABILITY

P&C Administrator – People and Capability Administration Team

TEAM	People and Capability Administration
ROLE TITLE	P&C Administrator
REPORTS TO	Team Leader – People and Capability Administration

OUR CULTURE At Te Whatu Ora - Waitaha, we are committed to honouring Te Tiriti o Waitangi and its principles by ensuring our partnership with Māori are at the forefront of all our conversations. We are also 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.

OUR TEAM ACCOUNTABILITY

As a member of the **People and Capability Administration 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

P&C Administrator is responsible for the delivery of excellent customer service experience, via our Case Management Service – MAX, which supports the manager and candidate/employee journey within Canterbury and West Coast Districts of Te Whatu Ora. This will be done while performing key People and Capability processing of Human Resource and Payroll contractual changes and other administration support tasks as well as maintaining People and Capability systems and answering related enquiries.

Specifically, the role is responsible for:

- Promoting a culture of client focused customer service excellence across the team and organisation.
- Supporting hiring manager and candidate/employee journey within Te Whatu Ora – Waitaha Canterbury and Te Tai o Poutini Westcoast with appropriate documentation and systems processing via our Case Management Service (MAX)
- Maintaining confidentiality of information, always.
- Carrying out appropriate prioritisation of work.
- Resolving and/or escalating appropriately high urgency and/or risk administration processes, de-escalating and resolving complex cases and/or conflicts.
- Maintaining HR systems and supporting systems' testing, upgrades and implementation.
- Ensuring and maintaining legislative compliance across our People and Capability administration and support activities.
- Performing other duties considered to be with the scope of this role, as discussed and agreed with your manager.

MY CAPABILITY

To be effective and succeed in this role it is expected the person will have proven capabilities against the Leads Self leadership focus:

A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and team.

- **Cultural Awareness** – Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
- **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:

Essential:

- Previous customer service experience.
- Strong written and verbal communication skills, and great telephone manner.
- Microsoft office suite experience and skills, with strong Microsoft Word and Excel skills, including Mail Merge and Template creation.
- Fast and accurate typing and data entry skills.

- Strong attention to detail.
- Adaptability to change

Desirable:

- Remote customer service experience.
- Previous HR or client/consumer/retail management system/s experience

**MY RELATIONSHIPS
TO NURTURE**

Internal

- The wider People and Capability team
- Managers from Canterbury and West Coast districts of Te Whatu Ora
- Employees from Canterbury and West Coast districts of Te Whatu Ora

External:

- Registration Bodies
- Relevant industry associations
- Police and Ministry of Justice
- Union Bodies.

**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.