

Position Description | Te whakaturanga ō mahi

Te Whatu Ora | Health New Zealand

Title	Service Specialist			
Reports to	HR Service Hub Team Lead			
Location	32 Oxford Terrace			
Department	HR Shared Services, People and Capability			
Direct Reports	0		Total FTE	1.0
Budget Size	Opex	n/a	Capex	n/a
Delegated Authority	HR	n/a	Finance	n/a
Job band (indicative)	PSA A4 \$72,035 - \$79,573			

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter (to be confirmed)

Te Mauri o Rongo is currently being finalised – this section provides an overview of anticipated content. In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>"When we come to work, we are able and supported by others to be our whole selves. When we return home we are fulfilled".</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>"As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all"</i>
Whanaungatanga	We are a team, and together a team of teams	<i>"Regardless of our role, we work together for a common purpose. We look out for each other and keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora"</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

About the role

The primary purpose of the role is to:

Developing and maintaining an excellent customer service experience by answering HR enquiries received by phone or via the staff self-service portal, max., resolving problems and fulfilling requests. At the same time continuously looking for improvements in customer service and experience and working seamlessly with the other HR Shared Services functions.

Specifically, the role is responsible for:

- Answering and investigating employee's queries via phone, in person, or the self-service portal, max.
- Collaborating with members of the wider HR Shared services and People & Capability team, e.g. HR Advisors and HR Business Partners.
- Triaging specialist queries to the relevant team.
- Championing customer experience principles and outcomes.
- Feeding into max. Knowledge Articles and enabling continued service improvement
- Support our people in the use of max.
- Actively working with other teams to maintain process and consistency.
- Management of less complex employment relations issues.
- Championing and educating on HR processes and systems.
- Execution of necessary HR cyclical activities such as collective agreement updates and admin support for organisational changes.
- Providing basic Health & Safety support.
- Working with flexibility so that surges in workload across the team or project work can be accommodated.
- Maintaining security of information and confidentiality always.

Key Result Area	Expected Outcomes / Performance Indicators – Position Specific
Cultural Awareness	• Understands the needs of Māori and adjusts approach to ensure equitable outcomes. • Commitment to incorporating Te Ao Māori in daily practices, in line with The Treaty of Waitangi
Equity and Diversity	• An inclusive approach to equity and diversity in the workplace

Customer Focused	Putting out customer and colleagues at the heart of everything we do
Self-Aware	Understands the 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	- Deliver clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for. - Always maintains confidentiality, and the security of information - Gives and receives constructive feedback and voices when a problem arises
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.

Relationships

External	Internal
- Previous Employees - Recruitment Candidates - Union Partners - Government Departments e.g ACC, MSD, MOH	- Chief People Officer - Head of HR Shared Services - HR Shared Services colleagues - Wider People & Capability Team - People Managers and Kaimahi (staff)

About you – to succeed in this role

You will have

Essential:

- Exceptional communication both written and verbal
- A proven history of excellent customer service
- Confidence in working with systems and data.
- The ability to establish and maintain collaborative working relationships with diverse groups.
- Effective time management.
- Ability to plan based on priority
- The ability to look beyond the issues being faced, assess the underlying drivers and create a sustainable solution.
- Proactivity - goal orientated and focussed.
- Working both sole and in a team supportively and collaboratively.
- Resilience and able to handle tough conversations.
- Flexibility to adapt and move task as determined by priorities

Desired:

- Previous entry level HR advisory experience – ideally in a complex organisation
- Previous use and navigation of our systems - max. / Service Now, PSe, Microster
- Experience training or providing education over the phone and/or in person.
- Basic knowledge in HR Shared Service areas - Payroll, Holidays Act legislation, employment relations, HR Administration, Rostering
- Prior experience with understanding employment agreements

You will be able to

- Demonstrate an understanding of the significance of and obligations under Te Tiriti o Waitangi, including how to apply Te Tiriti principles in a meaningful way in your role
- Take care of own physical and mental wellbeing, and have the stamina needed to go the distance
- Establish and maintain positive working relationships with people at all levels within the public and private sectors, related industry and community interest groups and the wider national and international communities
- Demonstrate a strong drive to deliver and take personal responsibility
- Demonstrate self-awareness of your impact on people and invests in your own development to continuously grow and improve
- Demonstrate the highest standards of personal, professional and institutional behaviour through commitment, loyalty and integrity

This position description is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.