

Senior Human Resources Advisor

Reporting To	Operations Manager
Region	National
Location	PGF Services Auckland Office
Staff	None
Qualifications	<ul style="list-style-type: none"> • Graduate qualifications from New Zealand recognised tertiary institution in HR or related field. • Member of appropriate professional body • Full and clean Driver's License
Purpose	The Senior Human Resource Advisor supports PGF Services and Asian Family Services HR functions. They contribute to the development and implementation of HR policies and procedures and provide practical advice and support to facilitate effective communication and relationships between employees and management, ensure compliance with employment laws and organisational policies and promote a positive workplace culture.
Hours and Conditions of Work	<ul style="list-style-type: none"> • 0.6 FTE • Some travel for PGF Services staff and external meetings
Key Performance Indicators	
HR Policies and Procedures	<ul style="list-style-type: none"> • Develop, review and update HR practices, policies, and procedures to ensure continuous improvement and compliance with legal and regulatory requirements. • Support staff and managers to effectively comply with and implement relevant policies and procedures.
Employment Relations	<ul style="list-style-type: none"> • Act as a point of contact for employee inquiries, providing guidance on HR policies, procedures, and best practices. • Mediate and resolve complex employee relations issues, fostering a positive and collaborative work environment. • Assist in investigations related to employee complaints or concerns.
Recruitment	<ul style="list-style-type: none"> • Support managers to develop position descriptions, job advertisements and interview templates. • Provide training in recruitment processes. • Participate in interview panels as required. • Review and prepare employment contracts, contract variations and offers of employment.
Performance Management	<ul style="list-style-type: none"> • Provide performance management advice, support and training to drive a high-performance culture across the organisations. • Provide training and resources to support managers to effectively manage the performance of staff. • Support and provide training to enable managers to carry out performance and salary reviews.
Disciplinary Processes and Conflict Management	<ul style="list-style-type: none"> • Provide managers with advice, support and training to manage disciplinary processes. • Provide managers with advice, support and training to undertake conflict resolution processes.

	<ul style="list-style-type: none"> • Provide managers with advice, support and training to manage bullying and harassment complaints.
Onboarding and Offboarding of Staff	<ul style="list-style-type: none"> • Develop, review and update policies, processes, and resources to support the effective onboarding and offboarding of staff. • Co-ordinate exit interviews and co-ordinate and disseminate feedback from departing employees.
Employee Benefits	<ul style="list-style-type: none"> • Provide managers and staff with information regarding employee benefits and support the resolution of any benefits-related issues.
HR Information System	<ul style="list-style-type: none"> • Support the ongoing development and improvement of the organisations HR Information Systems (HRIS). • Streamline HRIS processes to reflect organisational requirements and support staff and managers to engage with the system. • Monitor HRIS data and provide management reports highlighting trends, emerging risks and issues and potential mitigations. • Provide data and reports to meet contractual requirements.
Change Management	<ul style="list-style-type: none"> • Provide advice and practical support to ensure the implementation of fair and supportive change processes.
Skills and Experience	
HR and Employment Relations	<ul style="list-style-type: none"> • Minimum of 3 years' HR experience • Proven experience in providing advice and support to managers on disciplinary and employment issues, including performance management • Good understanding of HR best practice, policies, and procedures • Ability to write, evaluate and review policies and procedures • Good working knowledge of HR systems
Performance Reporting	<ul style="list-style-type: none"> • High attention to detail • Able to contribute to performance reports by writing narrative sections
Relationship Management	<ul style="list-style-type: none"> • Skilled with building and managing relationships with staff at all levels of PGF Services • Effective conflict resolution skills • Ability to engage and communicate well with managers and staff
Legislation	<ul style="list-style-type: none"> • Good understanding of key employment legislation such as the Employment Relations Act 2000, Health and Safety at Work Act 2015, Human Rights Act 1993, and Privacy Act 2020
Workplace Competencies	
Teamwork	<ul style="list-style-type: none"> • Participates in team projects and supports colleagues achieve PGF Services' Vision and Mission • Maintains open dialogue with line manager • High degree of initiative and can manage competing work demands • Strong organisational skills and ability to self-manage
Computer Literacy	<ul style="list-style-type: none"> • High level of competency with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, One Note etc.) and in using Database systems • Able to use online video tools to facilitate engagement with the team
Communication	<ul style="list-style-type: none"> • High standard of written and verbal communication skills • Effective coaching and mentoring skills

Health and Safety	<ul style="list-style-type: none"> • Understands and complies with health and safety requirements
Quality Management	<ul style="list-style-type: none"> • Works to the standards of PGF Services' Quality Management System
Cross-cultural understanding	<ul style="list-style-type: none"> • Supports and promotes cross-cultural understanding inside the organisation • Knowledge of Te Reo Māori or Pacific languages an advantage
Treaty of Waitangi	<ul style="list-style-type: none"> • Understands the principles of the Treaty of Waitangi and its impact on work practices and service delivery
Values	<ul style="list-style-type: none"> • Walks the talk of the Values of PGF Services
Key Relationships	
Internal	<ul style="list-style-type: none"> • All Asian Family Services and PGF Services staff and managers
External	<ul style="list-style-type: none"> • DeliverXP • ELMO • Recruitment agencies • Ministry of Health Personnel • EMA • External HR providers