

Position Description

People and Culture Coordinator

Reports to Hautū People and Culture	Location Wellington	Band 14	Date March 2024
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Role Overview

The People and Culture Coordinator provides high quality administrative support and coordination to the People and Culture team. The role manages the team’s inbox and provides timely high-quality advice and customer service to internal and external customers, escalating when required.

The role facilitates the People and Culture team to deliver projects and initiatives which enhance the employee experience. The role acts as a back-up to the Executive Assistant in providing the office facilities support in their absence.

Key Responsibilities and Accountabilities

Administration	<p>Support the recruitment process by posting job ads on internal pages and external boards (e.g. SEEK), contacting candidates, arranging interviews, and preparing offer documents and pre-employment checks.</p> <p>Manage the team’s shared inbox, providing policy interpretation and answers to people related queries, escalating to the team when required.</p> <p>Complete data entry and maintenance of spreadsheets.</p> <p>Write letters and other documentation such as reports, presentations and correspondence as required.</p> <p>Maintain personnel files and ensure documents are filed accurately.</p> <p>Update Sharepoint pages and post articles on intranet when required.</p>
Payroll	<p>Process changes in the payroll system including entering new employees, changing pay and leave details, entering new employees and processing terminations in the system.</p> <p>Support the maintenance and creation of processing guides.</p> <p>Respond to payroll queries and provide password support to employees.</p>
Coordination	<p>Manage access cards for all staff.</p> <p>Support the delivery of People and Culture initiatives and programs including employee listening, health and safety and remuneration reviews amongst others.</p>

	<p>Coordinate and arrange courses, training, catering, and other services as required.</p> <p>Support workplace health safety and wellness, including regular floor walks, coordinating providers and escalating risks or issues as required.</p>
Office Facilities Support	<p>Monitor office admin inbox if primary user is out of office.</p> <p>Ensure office facilities are clean, comfortable and well maintained.</p> <p>Ensure consumables are restocked and kitchen is clean and tidy.</p>

Leadership Expectations

The following Leadership expectations apply to this role.

Lead Self	<p>Demonstrate the EPL values - Treat everyone with respect; work as a team; make things easier; improve through understanding; learn through doing.</p> <p>Maintain positive relationships.</p> <p>Hold yourself accountable.</p> <p>Be agile and adaptive.</p> <p>Show courage.</p>
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Required Experience, Skills and Knowledge

To be successful in this position you will need:

- Training/qualifications in a related field
- Able to demonstrate an interest in Human Resources, recruitment or payroll and motivated to learn
- Experience providing high quality customer service
- Experience providing administrative support
- Experience with Microsoft office suite
- Excellent judgement to know when to escalate
- Knowledge of workplace health and safety best practice
- Able to maintain confidentiality, with demonstrated high level of integrity
- Proficient in managing conflicting priorities
- Able to communicate clearly and concisely
- Able to effectively manage difficult conversations and escalate when required
- Excellent attention to detail