

P&C Coordinator

Horopaki | Context

Kaunihera Taiao ki Waitaha (Environment Canterbury) is the Regional Council for the largest region in Aotearoa/New Zealand, covering an area of 44,500 square kilometres, with a population of approximately 700,000.

As a regional council, we are responsible for managing natural resources including air, soil, water and land. We work in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The region's evolving environmental and political context means we will continue to be agile and adaptive, as we respond to regulatory and environmental changes.

Our mahi (work) is organised around the delivery of our three core services:

- Environmental Regulation and Protection
- Community Preparedness and Response to Hazards
- Public Transport

We are guided by our strategic drivers (pou):

- Putting the community and our customers at the heart of everything we do
- Growing our relationship with mana whenua into a true partnership
- Maturing our governance model and understanding of our political environment
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values:

- Kaitiakitanga (stewardship)
- Pononga (integrity)
- Manaakitanga (people first)
- Whanaungatanga (collaboration)
- Māiatanga (can do).

Aronga | Purpose

To provide specialist people and capability coordination support to the organisation and People and Capability (P&C) team in line with Environment Canterbury's People Strategy, organisational policies, procedures, and guidelines.

The People and Capability Coordinator is responsible for day-to-day P&C coordination and administrative support, as well as assisting with the development and implementation of P&C initiatives and projects.

Ngā Haepapa | Accountabilities

People and Capability Coordination

- Coordinate and support internal P&C processes in line with the Environment Canterbury People Strategy and organisational policies and procedures whilst delivering service excellence to internal and external customers across the breadth of the organisation.

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now and for future generations.
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- Produce employment agreements, letters and related administration including verifying documentation, and manage the system and process end to end to ensure an efficient and seamless service for the candidate and the business.
- Work collaboratively to coordinate multiple people and information sources to drive accurate and timely P&C process delivery, with a customer focused approach.
- Responsible as the first port of call and main contact for internal and external customers for general recruitment and P&C systems and process queries, ensuring the most accurate and relevant information and advice is provided, and escalating to the Advisory team where appropriate. Ensure timely responses are provided to day-to-day enquiries.
- Apply business acumen pro-actively in the management, processing and maintenance of recruitment, people and performance information and documentation in line with Environment Canterbury policies and procedures, and legislative requirements to mitigate risk.
- As a subject matter expert, apply self-directed problem solving around systems, process and anticipating business requirements, often outside of guidelines, that provide effective and adaptive solutions.
- Ensure that the P&C information available to kaimahi and leaders is up to date, including reviewing and recommending content updates.

Relationship management and team support

- Provide coaching together with a range of advice and adaptive solutions to customers to ensure effective support, building capability and increasing understanding and compliance of P&C systems and processes.
- Build relationships across the business, using these to identify issues and priorities and to influence behaviour using high-level communication skills to achieve effective outcomes.
- Promote and role model the Values and purpose of Environment Canterbury in line with the People Strategy, organisational policies and procedures and expected high standards of integrity, ethics, and behaviour in all operations of Environment Canterbury.
- Coach and support the development of new staff into the role, including training in systems, processes, and policy application in line with our culture and values.
- Work in partnership with P&C Advisors and P&C Business Partners to support outcome focused P&C delivery and partnership with business.
- Liaise with relevant vendors, especially pre-employment check vendors, as needed on issue resolution and process improvement.

Systems, process improvement and projects

- Contribute or lead as requested, to improvement initiatives through the review, development and implementation of P&C systems, processes, data management, automation, and resource improvements.
- Contribute or lead as requested, to agreed People Strategy initiatives and projects including building organisational capability, providing feedback, and remaining up to date with internal P&C projects and policies and New Zealand employment related legislation.

- Resolve system, process, and data issues, follow through on irregularities and discrepancies and advise appropriate solutions to ensure quality services, data integrity and confidentiality.
- Provide input and support into processes including, but not limited to, organisational change, position management (APC) planning, annual remuneration reviews, and performance system support.

P&C Services HRIS Subject Matter Expert

- Be the P&C services systems subject matter expert for the business, including onboarding and offboarding systems, forms, document management systems, as well as the integration between the HRIS and payroll system.
- Work closely with the key stakeholders to develop and improve current HR systems and processes, communicating issues, and reviewing new system features. This includes Talent Acquisition, People Systems and Data Intelligence, Organisational Development, Finance and Digital Solutions teams.
- Accountable for ensuring all system operating procedures and training documents are easy to understand and relevant. Provide training and education on current and new systems where needed.
- Initiate system improvements by investigating, designing, gathering feedback, and making recommendations, then managing development, testing, documenting, implementation, training and post-implementation review of those improvements.
- Resolve complex system issues, and if necessary, liaise with HRIS vendor's to ensure resolution of those issues.

P&C Services Information Management Subject Matter Expert

- Regularly review P&C services content, to ensure accuracy of information. This includes operating procedures, letter templates, policy guidelines, and other P&C services supporting documentation for processes and systems.
- Accountable for liaising with wider P&C team to gather feedback and keep them informed of any updates to content or other documentation and working with key stakeholders where needed.
- Actively contribute into reviews/projects where content may be impacted e.g. legislation changes, negotiations and policy reviews, ensuring all relevant and related information is mapped and updated.
- Responsible for ensuring that the P&C information available to kaimahi and leaders is accurate and up to date, including reviewing, developing and recommending content updates by working with key stakeholders.

Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to achieving Ngāi Tahu cultural and environmental aspirations, including but not limited to, mahinga kai and revitalisation programmes.

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- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution, which can be considered in mahi programme development and prioritisation.
- Demonstrate openness and courageousness in approaching issues and in co-design of processes and systems, supporting thought leadership that can give effect to the progression of the partnership.
- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha/Canterbury and Te Rūnanga o Ngāi Tahu, to demonstrate our commitment to recognise and provide for the kaitiaki/responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision-making processes, effective engagement and development of existing working relationships.
- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability; planning and aligning work to support organisational cultural capability across all aspects of delivery.

Hauora me te Marutau | Health and Safety

The health, safety and wellbeing of our kaimahi and community is a priority for the Council, and we proactively implement robust health and safety practices. To meet our legal obligations, you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.
- Ensure awareness of, and compliance with, legislative and operational standards, policies and guidelines, including the Council's code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge of best practice to ensure a detailed understanding of any risks associated with this position.
- Ensure that relevant certifications are maintained, if applicable.

Hononga ā-Mahi | Working Relationships

Kai rō Kaunihera | Within the organisation

- Accountable to Team Leader P&C Services
- Work closely with the wider P&C team on a daily basis to ensure accurate coordination and efficiency of P&C functions across the organisation.
- Develop and maintain strong relationships with service delivery partners and across all levels of the organisation providing coordination support and coaching on recruitment, and other related matters.

Kai waho i te Kaunihera | Outside the organisation

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- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha /Canterbury and Te Rūnanga o Ngāi Tahu.
- Demonstrate Council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Frequent contact with external parties while delivering service excellence, providing information and advice about the organisation and the onboarding process.
- Liaise with external service providers, partner organisations and other agencies relating to the Environment Canterbury P&C function
- Demonstrate a strong customer focus and build effective operational relationships.

Ngā Herenga Motuhake | Special Conditions

As a regional council, we have a specific requirement to provide a civil defence function for Waitaha. Kaimahi are required to be available to assist, support or be associated, as reasonably required, with any Civil Defence emergency or any exercise organised in relation to this function.

Additionally, all kaimahi are expected to assist, support and respond, as reasonably required, to any event where the Business Continuity Plan is activated.

Māngai Whakahaere | Delegations and Authorities

Where specified, this role has delegated authority to make decisions in accordance with Council-approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media-related activities.

Ngā Āheitanga | Capabilities

Tohu Mātauranga | Qualifications

- A tertiary qualification in Human Resources or a related field is required, or equivalent practical experience.

Mātau ā-wheako | Experience

- Demonstrated experience in a customer-focused, collaborative environment, with a strong emphasis on discernment, situational awareness, confidentiality, and political acumen.
- A minimum of three years in a human resources administration or coordination role, covering a broad range of HR functions such as recruitment, onboarding and offboarding processes, and employment-related documentation.
- Exceptional interpersonal, communication, and relationship-building skills across diverse groups, with the proven ability to coach and influence practices effectively.

- Outstanding organisational skills and attention to detail, combined with the ability to apply business and HR acumen in delivering high-quality services.
- Strong analytical skills to assess situations, review precedents, policies, and approaches, and provide risk assessments, mitigations, and actionable recommendations.
- Comprehensive knowledge of current New Zealand employment legislation, with hands-on experience in its practical application.
- High-level computer literacy, particularly in Microsoft applications, coupled with experience in digital environments, automated processes, and people management systems e.g., HRIS, payroll, and SharePoint.
- Awareness of Te Tiriti o Waitangi, with the ability to incorporate te reo Māori and tikanga into daily interactions, promoting cultural respect and inclusivity.

Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the team member level sit beneath each of the following organisational competencies.

Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time the incumbent will be required to accept and carry out other duties.

Schedule B – Job Description

Grade

13

Position Code

TBA

Last Updated

March 2025

I agree to undertake the responsibilities detailed in this job description:

Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed:
