

Tūranga Mahi / Position Description:

HR & Recruitment Administrator

At Rotorua Lakes Council, we are driven by the **purpose** for our existence, - by our 'why'. Our 'why' is our customers. We come to work each day to deliver services for our customers, and we keep them at the centre of our organisation's culture. We are committed to building a high performing culture based on our **purpose**.

'How' we work together is defined by our organisational culture and values. What each person does differs from role to role and will change based on the work programme approved by our Elected Council. The tasks that we do in each role are not a purpose in themselves, their purpose is to serve our customers.

To be successful in the role, and to enjoy your employment at RLC by achieving significant results for the community, you will need to take to heart and live the sentiment "The organisation's success is my success – my job is only done when everyone's job is done".

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 78,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community. Employment at RLC is a unique opportunity to develop your understanding and appreciation of Te Ao Maori, in order to better serve our whole community. As a senior leader in the organisation, you have a key responsibility to lead our people in adhering to our legislative responsibilities to mana whenua.

A top priority is to ensure the health and safety of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health and safety of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the district. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION

MAHI - POSITION:	HR & Recruitment Administrator
RANGATIRA - REPORTS TO:	Talent Acquisition Manager
KĀHUI - GROUP:	People & Culture – Chief Executive Group
TAUNGA MAHI - LOCATION:	Rotorua Lakes Council Civic Centre
PŪTAKE - POSITION PURPOSE:	The HR & Recruitment Administrator provides high-quality administrative and recruitment support to the People & Culture (P&C) team, ensuring efficient delivery of HR services across Council. This role is responsible for maintaining accurate employee records, coordinating recruitment and onboarding processes, supporting policy and compliance activities, and contributing to a positive employee experience. The HR & Recruitment Administrator plays a key role in upholding Council's values, service standards, and legislative obligations.
NGĀ WHAKARITENGA - DELEGATIONS	<p>Direct reports:</p> <ul style="list-style-type: none"> • NIL • No budget responsibility
HONONGA WAIWAI – KEY RELATIONSHIPS: Rārōto - Internal	<ul style="list-style-type: none"> • Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	<ul style="list-style-type: none"> • Council stakeholders • Contracted service providers • Technical professionals in your field • Auditors • Neighbouring local authorities • Mayor and Elected Counsellors • Te Arawa Entities • Rotorua Community & Partnership

<p>NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:</p>	<p>Talent Acquisition</p> <ul style="list-style-type: none"> Co-ordinate recruitment processes, including role creation, advertising, candidate communications, interview scheduling, and pre-employment checks. Prepare and issue employment documentation, including employment agreements, variation letters, and offer correspondence, ensuring accuracy and timeliness. Maintain recruitment records and onboarding documentation within HR and recruitment systems in accordance with organisational and legislative requirements. Act as a point of contact for candidates and hiring managers, responding to queries and providing timely updates throughout the recruitment process. Support onboarding activities, including co-ordination of inductions, system access requests, and confirmation of pre-start requirements. Assist with reporting and data tracking related to recruitment activity, time-to-hire, and vacancy status. Ensure recruitment and onboarding processes align with People & Culture policies, procedures, and best practice. Support continuous improvement of recruitment processes by identifying opportunities to improve efficiency and candidate experience. <p>Administrative Support</p> <ul style="list-style-type: none"> Maintain and update employee records and HR databases, including conducting regular audits for accuracy and compliance. Prepare HR documentation such as employment contracts, variation letters, and onboarding packs. Manage filing systems for personnel documentation using Council's document management system and ensure records are stored appropriately. Schedule meetings, interviews, appointments, and P&C-related activities. Assist with HR reporting and data entry, including updates to the P&C Dashboard. Maintain HR templates, ensuring version control and consistency across documents. Manage the People inbox and enquiries sent from Council's document management system, triaging queries and directing them to the appropriate team members. <p>Policy & Compliance</p> <ul style="list-style-type: none"> Assist with compliance tracking, including visa checks, police vetting, and certification renewals. Support internal and external audits, ensuring documentation and reporting meet employment law requirements. Distribute policy updates and collect signed acknowledgments from staff. Maintain awareness of Council policies and support their consistent application. <p>Employee Relations & Support</p> <ul style="list-style-type: none"> Respond to general HR queries from staff, providing timely and customer-focused support.
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	<ul style="list-style-type: none"> • Assist with leave management and tracking, including annual, sick, and parental leave processes. • Provide guidance on basic HR processes and escalate complex matters to the appropriate P&C team member. <p>Communication & Co-ordination</p> <ul style="list-style-type: none"> • Draft internal HR communications, announcements, and updates for staff. • Co-ordinate training sessions, workshops, and development activities. • Support HR projects and initiatives such as policy rollouts, engagement surveys, and process improvements. • Prepare agendas and take minutes for HR-related meetings, ensuring accurate documentation and follow-up actions. <p>Note: This list is indicative and not exhaustive. Employees may be required to perform additional responsibilities consistent with the purpose of their role.</p>
TE ĀHUA O TE TANGATA - PERSON SPECIFICATION	
NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)	<p>Required:</p> <ul style="list-style-type: none"> • Previous experience in administration, recruitment coordination, or a similar support role. <p>Desired:</p> <ul style="list-style-type: none"> • Experience with HRIS platforms, ideally Dayforce • Tertiary qualification in Business Administration, or a related field.
NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	<ul style="list-style-type: none"> • Strong organisational and time-management skills. • High attention to detail and accuracy in documentation and data entry. • Excellent written and verbal communication skills. • Ability to manage confidential information with professionalism and discretion. • Customer-focused approach with strong interpersonal skills. • Proficiency with MS Office, HRIS systems (including Dayforce), and document management tools such as ECM. • Ability to work collaboratively within a team environment.