



POSITION DESCRIPTION

HR Administrator | CEO Personal Assistant

Te Puia is located in Rotorua within the Te Whakarewarewa Geothermal Reserve. Te Puia is the home of the NZ Māori Arts and Crafts Institute (NZMACI).

Te Puia is an iwi owned business that operates under the NZ Māori Arts and Crafts Vesting Act 2020. Te Puia generates most of its current revenues through visitor related activity. Te Puia has deep cultural legacies that it seeks to perpetuate, protect, and promote traditional Māori arts and crafts.

Te Puia seeks to be an employer who strongly supports the growth and development of its employees.

Te Puia strives to provide a supportive and proactive environment where employees gain satisfaction and enjoyment within their work environment and relationships while being well rewarded and recognised for their contribution.

Te Puia is a well-established and very significant tourism operation based in Rotorua. Its commercial focus is mainly on tourism, but it also has a significant Māori cultural, development role. The NZ Māori Arts and Crafts Institute (NZMACI) is based at Te Puia and – since 1967 young Māori (taura) are trained in the traditional arts forms including wood carving, stone/bone carving and weaving. These schools are part of the visitor attraction.

TE PUIA VISION

To perpetuate excellence in Māori Arts, Crafts & Culture.

TE PUIA VALUES

Manaakitanga - Whanaungatanga – Kaitiakitanga

TE PUIA PRINCIPLES

<i>Teamwork:</i>	Consistently demonstrate an unselfish commitment to working with others to create a collaborative culture.
<i>Passion for Customer:</i>	A positive relationship through outstanding service with each and every interaction. Understanding our manuhiri and what they want.
<i>Integrity:</i>	Upholding the highest ethical standards and promote trust and respect.
<i>Excellence:</i>	Exceeding expectations and taking intense pride in everything that we do every day.
<i>Leadership:</i>	Having the courage to rise above challenges through adversity that will inspire others. Providing a supportive, safe, and healthy workplace.
<i>Innovation:</i>	Imagining what is possible and being brave. Fostering creativity that challenges constraints and drives progress. Being adaptive and flexible.
<i>Guardianship:</i>	Take care of the land, environment, and other assets for future generations.

Position reports to:

CEO and GM Human Resources.

Direct reports to position:

Nil.

Key Relationships (Internal):

Executive Management Team; Extended Management Team; all divisions and staff of Te Puia.

Key Relationships (External):

A diverse range of stakeholders; Manuhiri visiting Te Puia.

Purpose of position:

- To provide confidential, professional, and timely administrative support and executive services as required to the CEO, and GM Human Resources.

- Responsible for providing assistance and administration support for all human resource requirements across the organisation, ensuring that effective and timely service is provided to all staff.
- Ensuring that all staff are fully inducted into the organisation and onboarded in a timely manner.

Primary Duties & Responsibilities

- **Human Resources**

- Assist the GM HR to draft and place job advertisement vacancies on relevant online platforms.
- Assess and process applications in a timely manner in conjunction with the GM HR.
- Assist the GM HR in facilitating all recruitment requirements including Ministry of Justice online criminal conviction checks.
- Preparation of all Employment Agreements, offer letters and other employment paperwork. Ensuring that all information is accurate both grammatically and legally, in conjunction with the GM HR.
- Preparation and follow-up of all Consultancy Agreements and Contracts for Services as required.
- Follow-up of all outstanding HR paperwork, ensuring that all employees have signed and returned relevant paperwork prior to commencement.
- Conduct reference checking.
- Coordinate pre-employment drug tests with candidates and external testing agency.
- Day-one onboarding activities for new team members, including:
 - ordering appropriate uniform and PPE (as required).
 - Health and safety inductions and site familiarisation of all new staff.
- Uniforms:
 - Primary contact for all staff and student uniforms.
 - Order new/replacement uniforms including branding.
- Updating and maintaining all employee electronic and hard copy personnel files with current and/or updated information and documentation.
- Updating and maintaining the HR staff matrix and ensuring that information is the same as information held by Finance – Payroll.
- Assist the GM HR in ensuring that all employee records, performance reviews, and milestones are recorded into the electronic system (T Drive).
- Manage employee benefits:
 - Liaise with Southern Cross Medical Care re staff onboarding and exiting.
 - Liaise with Fidelity Life Insurance re staff onboarding and exiting.
 - Cell phone allowances (if applicable)

- Coordinate all necessary training and development programmes for staff and students; maintain all records and update HR records.
 - Assist the GM HR in facilitating the performance appraisal process and disciplinary process.
 - Manage the staff exit process:
 - Return of all uniforms, keys, and security tags.
 - Cessation paperwork to IT and Payroll.
 - Update HR records.
 - In conjunction with the GM's HR and NZMACI, preparation of new and renewal of existing NZMACI taura contracts.
 - Assist with NZMACI graduation ceremony including ordering of graduands uniforms.
- **Executive Support:**
 - Implement and maintain procedures & administrative systems.
 - Source and order:
 - Stationery, office equipment, and supplies for SMT, Administration, Marketing, Visitor Experience and Food & Beverage teams;
 - All staff and taura uniforms.
 - Act as first point of contact for the CEO when dealing with phone calls, visitors.
 - Help manage the CEO's outlook diary - organising meetings and making appointments.
 - Executive Management Team meetings – prepare agendas and take meeting minutes.
 - Travel arranger – book all flights, accommodation, and rental cars (if required) for Executive Managers and Marketing Team members – both domestic and internationally.
 - Ensure the CEO is well-prepared for meetings/business trips.
 - Set up zoom meetings for CEO as required.
 - Remind the CEO & Executive Management Team of important tasks and deadlines.
 - Manage the Executive Management Team leave planner.
 - Collate and prepare business expense claim reimbursements for CEO.
 - Monthly credit card reconciliation.
 - Assist the GM HR, CEO and Executive Management Team with updating and distribution of Policies in a timely and orderly manner.
 - **General Administrative Duties:**
 - Booking and arranging travel, transport and accommodation for staff.
 - Maintaining office systems including data management, electronic and hard copy filing systems.
 - Managing and assisting with adhoc projects e.g., Matariki; Te Matatini etc.
 - Operations team requirements
 - managing online payment of vehicle registrations and RUC's.
 - ordering all hygiene supplies

- purchase staff room supplies.
 - Undertake any other responsibilities or duties as may be assigned by the CEO or GM HR from time to time, in order to ensure the continuous operation of Te Puia.
- **Other Duties:**
 - From time to time, assist with projects as well as assisting in other areas of the organisation where assistance is required.

Key Role Outcomes

- The HR Coordinator role delivers a range of HR services to the Executive Management Team with a key focus on recruitment and selection of high-quality talent.
- In conjunction with the GM HR ensuring that the organisation's internal HR practices are legally compliant.
- Provide “gatekeep” and “gateway” role, providing a bridge for smooth communication between the CEO and staff, demonstrating leadership to maintain credibility, trust, and support with the Executive Management Team.
- Complete projects by assigning work to appropriate staff, including the Executive Management Team, on behalf of the CEO.
- Undertaking duties in a timely manner.

Person Specifications

- Strong understanding and appreciation of Te Ao Māori
- Previous experience in HR and general administration.
- A strong empathy with people and a desire to ensure Te Puia remains a great place to work.
- Experience and knowledge of best practice recruitment and selection processes.
- Experienced in MS Office suite of products.
- Strong administration background.
- Ability to effectively manage multiple priorities and maintain a strong service ethic.
- Have strong communication and relationship management skills.
- Have a strong customer and client focus. A strong understanding of why manuhiri are important to Te Puia and a strong desire to assist manuhiri as required.
- Ability and willingness to learn and grow.
- Ability to maintain confidentiality be discreet and trustworthy.
- Be flexible and adaptable.
- The ability to be proactive and take the initiative.
- Positive disposition; tact and diplomacy.
- Self-motivated.

- Ability to be calm under pressure.
- Able to work unsupervised.
- Highly advanced minute taking skills.
- Capable of competently dealing with situations in CEO's absence and confident enough to delegate upwards on CEO's behalf.

Other Specifications:

- *Creativity*: Develops innovative solutions to work related problems; identifies potential opportunities and ways to capitalize on them.
- *Relations with Others*: Is pleasant, cooperative, and gets along well with others. Keeps manager informed, reports problems promptly, and seeks guidance when needed. Develops and maintains a network of personal contacts within the organisation.
- *Self Confidence*: Asserts own point of view, even when it differs from others (e.g. manager's), shows confidence in own skills and capacity to complete tasks; seeks necessary resources for self and/or staff to work effectively.
- *Flexibility*: Adapts approach to fit with changing conditions, tasks, responsibilities, or people
- *Customer Service Orientation*: Is courteous, patient, pleasant, and helpful with customers; shows understanding for customers' concerns; takes actions to accommodate customer needs whenever possible.
- *Sensitivity*: Demonstrates an awareness of others' concerns, interests, and positions, and takes into consideration the impact that decisions and plans are likely to have on them.
- *Stability*: Performs stably while under pressure or in a changing work environment. Reliable.
- *Technical Skill/Knowledge*: Demonstrates sufficient level of understanding and skill in required technical area.
- *Written Communication*: Expresses ideas in writing clearly, with correct grammar and spelling, and in a well-organised way.
- *Verbal Communication*: Express ideas orally with clarity, appropriate grammar, pace, and nonverbal gestures; listens effectively.

Acknowledgement

I have read and understand the duties and responsibilities required of me within this role. I will endeavour to ensure, at all times, that my actions and behaviours contribute to the success of this role and that I make a significant contribution to the growth and development of Te Puia, and that I will, at all times, promote and uphold the organisations core kaupapa, objectives and plans with integrity.

Employee: _____ GM Human Resources:

Signed: _____ Signed: _____

Date: _____ Date: _____