

REPORTS TO	LOCATION	DIRECT REPORTS	GROUP
Director People Experience Kaihautū Wheako Tāngata	Auckland, Wellington or Christchurch	Nil	Strategy, People & Partners (SPP)

“Our purpose is to grow companies internationally – bigger, better, faster – for the good of New Zealand”

“Tā mātau whai kia whakakaha kamupene – kia nui ake, kia pai ake, kia tere ake – mō Aotearoa ngā whiwhinga”

WHY IS THIS ROLE IMPORTANT? | TE MANA Ō TE MAHI?

This role is responsible for ensuring that our HRIS systems are running smoothly and provide trusted people data in order to deliver an exceptional people experience and support the delivery of NZTE's people strategy.

WHAT'S THE ROLE ABOUT | TE NGAKO Ō TE MAHI?

The most important work of this role is to...

- Manage our data quality and integrity across all our people systems to create a single source of truth about our people.
- Be responsible for position management across the HRIS (e.g. new joiners, role changes and departures).
- Support the People Analytics Specialist to deliver all our internal and external people reporting requirements, including monthly Lead Team dashboard, bi-monthly Board reporting, and NZTE's Annual Report.
- Work with the Payroll Advisor and others across the People team to ensure the correct information is held about our people and there is a seamless people movement process.
- Provide basic Service Now support to troubleshoot issues or make changes as required.
- Work with key members of the Digital team to maintain data integrity and the flow of people data across multiple systems which make up the HRIS.
- Ensure our people systems are talking to each other or put in place work-arounds that help us get great information and insights.
- Be the 'go to' person for our global leave management system (BambooHR) across NZTE – able to triage and troubleshoot issues, stay across updates to the platform, provide training, produce reports, maintain change management processes, understand the configuration of BambooHR and manage key data input.
- Develop vendor relationships in order to escalate issues as required and provide feedback on improvements.
- Deliver continuous improvement on all aspects of our HRIS systems.
- Be connected into the wider People Team, with a holistic understanding of the way we work across our recruitment, advisory, learning and organisational development, and people experience teams.

- Work closely with our Digital Team, particularly our People Experience Platforms Lead, to troubleshoot any issues with our people systems and escalate as necessary.
- Work closely with our administration and operations teams internationally, particularly our Office Managers, Regional Finance Managers and Regional Operations Managers, to answer any questions about position management and deliver training on BambooHR.
- Have a finger on the needs of the organisation – thinking about what makes up the whole experience for our people, people leaders and senior stakeholders.
- Provide ad hoc support to the wider People team as required.

Success in this role means:

- We have quality people data that we can trust and gives us great information and insights to enable the organisation to make better decisions.
- Our people trust our HRIS systems.
- All relevant people understand their roles and responsibilities in entering and maintaining the HRIS including position management.

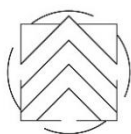
WHAT CAPABILITIES ARE NEEDED TO SUCCEED | Ō PŪKENGĀ?

- **Experience working in with HRIS systems.** You'll have experience working with various HRIS systems, ideally with BambooHR and/or ServiceNow.
- **Technically skilled.** You'll have experience working with data across HRIS systems, including extracting, cleansing and manipulating information to support reporting, analytics and decision-making. Experience with PowerBI or similar reporting tools, together with intermediate to advanced Excel skills, is essential.
- **Focused on accuracy and attention to detail.** You'll be able to pick up quickly if something is wrong and have a keen eye for detail.
- **Good communicator.** You'll be able to clearly communicate with a wide range of people and be able to make the complex easy.
- **Customer at the centre.** You're focused on what our people need and are approachable so that people feel comfortable asking you for advice and help.
- **Connected:** You know how to work with others to get the best outcomes. You are able to connect the dots between our people systems and understand how they work together.
- **Curious, with a growth mindset:** You ask questions, and work hard to get to the bottom of things and set things up for the future. You want to keep learning and growing in your role.

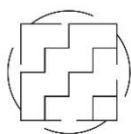
Our characters | Ō mātou uara

- **Ambition drives us** – Our ambition for our customers is high, and we always rise to the occasion. We help meet their business expectations by expecting greatness of ourselves.
- **Adventure teaches us** – Experimentation is more powerful than perfection, as only through learning from our missteps can we truly succeed. That's why 'giving it a go' is the best way to learn.
- **Honesty frees us** – We explore challenges with an open mind. Only when we ask questions and truly listen can we discover the right way forward.
- **Trust binds us** – Our people may be worlds apart, but it's trust that holds us together. Growing a nation is only possible when we keep promises and honour commitments.
- **Manaaki is us** – We celebrate the mana (strength and dignity) of each other as being equal to or greater than our own. We strive to enhance mana in everything we do through our hospitality, generosity and mutual respect.

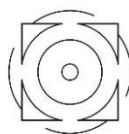
It's when these five characters work together that we truly become One Global Team – that's the real superpower of our organisation and how we achieve so much for our customers.



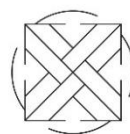
AMBITION
Drives us



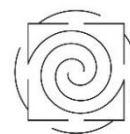
ADVENTURE
Teaches us



HONESTY
Frees us



TRUST
Binds us



MANAAKI
Is us

How we lead at NZTE | Ā mātou kawenga ki Te Taurapa Tūhono

Leadership at NZTE takes a broad definition. We see leaders as those who lead others. That can include formal people leaders, leaders through influence or those who are leading our customers. At NZTE we define leadership as "*enhancing mauri to deliver impact*".

