

## Employment Advisor Advisory & Support Centre

### NZSTA purpose

Our mission is to lead and strengthen school governance in New Zealand.

To this end, NZSTA wants all state and state integrated schools effectively governed by a school board whose primary focus is every student achieving their educational potential.

### What we do

NZSTA is a membership-based national organisation representing the interests of its member boards. Membership of NZSTA is open to school boards of any state or state integrated school.

NZSTA has a contract with the Ministry of Education to deliver a fully integrated range of services free to all boards to support and enhance boards' capability in governance and employment. NZSTA is also an active party in relevant education related decisions and national policy formulation and works alongside the Ministry of Education in negotiating Collective Agreements with unions.

### Our values

- High – Expectations
- High – Trust
- High – Transparency
- High – Accountability

## Position description

### Purpose

The purpose of the Advisory & Support Centre (ASC) is to provide confidential, timely and accurate advice on complex employment enquiries to boards and their delegates. This advice ensures boards and school leaders implement effective employment relations and human resources policies and practice.

The ASC is the first point of contact for issues. This includes referral of enquiries to the regional employment advisors.

The advisor provides assistance in or takes responsibility for the preparation of employment resources and articles (internal/external) where required.

### Position details

<b>Responsible to</b>	Manager, Advisory and Support Centre
<b>Functional relationships</b>	Advisory and Support Centre Team National Employment and Governance Teams Regional Advisors Regional Directors
<b>Staff</b>	N/A

### Key Responsibilities

#### Providing Advice

- Provide board members and their authorised delegates with timely accurate advice to promote effective employment practice in schools in relation to education and employment legislation and effective HR processes
- Research solutions to complex enquiries and undertake peer moderation before responding to the enquirer with the appropriate advice
- Identify underlying issues and the need for professional development for boards and or principals and referring to the appropriate team for follow up.

#### Apply legislation and Collective Agreement provisions

- Develop and maintaining knowledge of relevant employment and education sector specific legislation i.e. Education and Training Act 2020 and subsequent amendments, Children’s Act 2014, Health and Safety at Work Act 2015 etc.
- Interpret and explain Collective Agreement provisions, legislation, regulations and policies.

### **Management of enquiries**

- Peer review enquiries to ensure consistency and best practice advice is provided
- Moderate complex enquiries with National Moderation team then escalate to the National Employment or Governance teams if required
- Contact the client with the appropriate response
- Determine if an enquiry requires in-depth support on an ongoing basis by NZSTA regional staff
- Refer enquirers to professional development and other support/resources via the NZSTA Learning Management System (LMS) and NZSTA website.

### **Database entry**

- Accurately log client enquiries such as calls and emails, in a timely manner into the database
- Attach relevant emails and documents to enquiries
- Ensure accurate naming conventions.

### **NZSTA/ASC resources**

- Assist in, or taking responsibility for, the preparation, development and reviewing of internal/external employment templates, guidelines, flowcharts, articles on request
- Review NZSTA website content and provide feedback and suggestions.

### **Professional development**

- Proactively identifying team professional development opportunities
- Actively participate in individual and team training, coaching and professional development initiatives
- Participate in the annual performance review/appraisal cycle
- Ensure currency with internal correspondence and staff updates.

### **Health and Safety**

- Participate in all NZSTA Health & Safety activities and act in a responsible and safe manner at all times (in accordance with NZSTA H&S policy and procedures)

### **General**

- Other duties, as directed from time to time by the Manager ASC.

# Person specification

## Skills/experience required

- A relevant qualification in human resources/employment law or equivalent experience i.e. employment relations
- Excellent verbal and written communication skill
- Active listener and sound interpersonal skills
- Proven ability to participate as a positive, effective team member
- Well-developed ability to problem-solve
- Ability to interpret legislation and other documentation
- Competent computer skills
- Understanding of and commitment to Te Tiriti O Waitangi and tikanga Māori.

## Personal qualities/attributes

- Deliver work with a high degree of professional integrity
- Ability to work flexible hours if required
- Customer service ethic
- Calm under pressure
- Resilient with a positive disposition
- Displaying a willingness to develop and maintain knowledge and skills.