



Ngā Kōrero e pā ana ki te Tūranga

Job Description

Assistant HR Advisor

Business Group	Te Pou Rangatōpū Corporate
Location	Wellington
Salary band	A4

Mahi i roto i te Ratonga Tūmatanui | Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

Mō ētahi atu kōrero hei whakamārama i tēnei kaupapa, haere ki | You can find out more about what this means at [Role and purpose - Te Kawa Mataaho Public Service Commission](#).

To Mātou Aronga | What we do for Aotearoa New Zealand

At Te Tāhuhu o te Mātauranga | Ministry of Education, delivering our purpose makes a real difference to all ākonga of Aotearoa:

He mea tārai e mātou te mātauranga kia rangatira ai, kia mana taurite ai ōna huanga
We shape an education system that delivers excellent and equitable outcomes

We fulfil our purpose by:

- delivering services and support nationally, regionally and locally to and through the education sector and in some cases directly to ākonga and whānau
- shaping the policies, settings and performance of the education system so that it is well placed to deliver equitable outcomes for ākonga and their whānau, from early learning through tertiary.

Tēnei Tūranga | About the role

The Assistant HR Advisor is part of the MyHR Services team, whose primary purpose is to be the first point of call for managers with HR related queries. This can be for information on HR policies, practices, tools and procedures, and administrative support on employment documentation and recruitment processes. We take a customer-centric approach to ensure that managers have access to correct and consistent advice that meets their needs, when they need it.

Our work is constantly evolving as we develop new and more efficient ways of doing things. This role also plays a key role in supporting the launch of new HR initiatives across the Ministry, such as performance and remuneration, wellbeing and culture initiatives.



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Ngā Haepapa | Accountabilities

As a Specialist within Te Tāhuhu o te Mātauranga | the Ministry of Education you will:

- Share specialist knowledge across the organisation and with stakeholders, working with others to inform operational level decision making.
- Contribute to an effective team with a positive approach to the work environment that encourages and supports high performance, collaboration and problem solving.
- Lead the resolution of issues, identifying risks and solutions to protect and enhance the integrity and reputation of the Ministry.
- Lead or contribute to the development and implementation of innovative and fit-for purpose solutions and frameworks for current and future challenges.
- Develop and use data and insights to make evidence-based decisions and recommendations on operational issues.
- Build capability in others through coaching, quality assurance, and proactively sharing knowledge and expertise.

As an Assistant HR Advisor, you will:

- Support the business and the People Sustainability & Place Group through the provision of first level HR advice and support, administration, responding to HR queries via phone and self-service portal/s (e.g. Jira ticketing system, intranet, HRIS).
- Prepare, issue and process employment agreements and other documentation as requested, in a timely manner in accordance with the team Service Level Agreements.
- Obtain and provide information to leaders in response to queries on all aspects of relevant policies, HR tools and employment agreements, actively problem solving before going to the Subject Matter Expert or relevant portfolio holder.
- Facilitate the correct and timely actioning of all contractual and position changes and resolution of any issues affecting individuals, through proactive liaison with and issuing of documentation for payroll and digital filing.
- Provide support to the payroll team as needed, including tasks related to union membership, wellbeing allowances, and other payroll-related entitlements
- Maintain the accuracy, confidentiality, and consistency of employee and HR-related data across systems. This includes regularly reviewing and updating records, ensuring compliance with data governance and privacy standards, identifying and correcting discrepancies, and working collaboratively with internal teams to support reliable reporting and decision-making.
- Ensure accurate and timely setup of new employee records in MyHR and related systems. This includes entering personal and employment details, verifying documentation, assigning system access, and coordinating with relevant teams to support a smooth onboarding experience and data integrity from day one.
- Support recruitment process and policy (including safety checking), assist and upskill managers to support a positive candidate experience.
- Build and maintain knowledge of HR policies, tools, systems and legislation.
- Respond to queries in a manner that upskills and educates leaders on using MyHR Services and understanding HR policies and process, to enable them to effectively lead their staff.
- Responsible for conducting peer reviews of relevant payroll-related entries to ensure accuracy, compliance, and consistency across the team.

You will make decisions in accordance with the Ministry's policies and delegations framework.



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Ngā Āheinga | Capabilities

To be successful in this role you will have the following capabilities and competencies:

- Able to write clearly and succinctly in a variety of communication settings and styles
- Ability to establish and maintain positive relationships with people at all levels
- Proficient in Microsoft Office
- Experience and ability to use HR Information Systems (desirable)
- Ability to deliver high quality services and advice in a high-volume environment.
- Initiative and a curiosity for learning to create an agile learning culture
- High levels of attention to detail and accuracy in a busy deadline driven role
- Truly customer focused, with experience in providing advice in a customer service setting.

Tātai Pou | Our Cultural Competency

Tātai Pou is our Māori Cultural competency framework. It has been aligned and is complementary to the Māori Crown Relations Capability Framework (MCR). Tātai Pou is designed to support our people and organisation to give effect to the articles of te Tiriti o Waitangi in our work. The work-based capabilities have four focus areas and describe four levels of competency (high, confident, developing and essential) that enable us to deliver our partnership approach so that Māori enjoy and achieve educational success as Māori.

Pou Hono Valuing Māori	Developing
Pou Mana Knowledge of Māori content	Developing
Pou Kipa Achieving equitable education outcomes for Māori	Developing
Pou Aroā Critical consciousness of racial equity for Māori	Developing

Leadership Success Profile - Te Kawa Mataaho | Public Service Commission

Leadership matters. Strong leadership at every level in the Public Service will transform the experiences of New Zealanders. The Leadership Success Profile establishes “what good looks like” for leadership at all levels. Information about how the Leadership Success Profile applies to this role is available on the Ministry’s intranet.

Ngā Whakaaetanga | Approvals

Date Reviewed and Approved	September 2025
Approved By	HR Advisory Team