Position Description – People & Capability Advisor

DIVISION & TEAM	People & Brand People & Capability	**REPORTS TO**	Head of People & Capability (or any other position as determined and advised by JSCL)
BAND	F		
FUNCTIONAL RELATIONSHIPS	*INTERNAL* • *ALL PEOPLE LEADERS* • *JADE PEOPLE* • *P&C TEAM*		*EXTERNAL* • *RECRUITMENT AGENCIES* • *TRAINING AND WELLBEING & SAFETY PROVIDERS* • *CONSULTANTS/SUPPLIERS (I.E. STRATEGIC PAY, EAP)* • *CANDIDATES* • *JADE ALUMNI* • *TERTIARY INSTITUTIONS* • *IMMIGRATION & RELOCATION ADVISORS* • *HR TECHNOLOGY PARTNERS* • *EMPLOYMENT LAW ADVISORS*
DOES THIS ROLE HAVE DELEGATED AUTHORITY?	NO		

1. ROLE PURPOSE

- Provide high-quality operational and advisory support across the employee lifecycle.
- Deliver efficient, accurate and compliant P&C processes and administration that contribute to an exceptional employee experience.
- Act as the first point of contact for routine people queries and support leaders and employees with day-to-day people matters.
- Coordinate and administer core P&C activities including recruitment, onboarding, employment documentation, reporting, policy administration, systems maintenance and employee lifecycle processes.
- Support the delivery of P&C initiatives and projects across Jade.

2. KEY ACCOUNTABILITIES & EXPECTATIONS

Employee Lifecycle Administration

- Coordinate and administer onboarding, employment changes, remuneration changes, and offboarding activities.
- Prepare and maintain employment agreements, letters, documentation, and employee records.
- Ensure employee files and HRIS records are accurate, current, and compliant.
- Monitor and administer probation reviews, visa expiry dates, and key employee lifecycle milestones.
- Support employee and leader queries regarding policies, processes, and employment documentation.

Advice and Support

- Provide first-line advice and guidance on policies, processes and routine employment matters.
- Escalate more complex employee relations matters to the Business Partner or Head of P&C.
- Support leaders with administrative and procedural aspects of people processes.
- Maintain strong and professional relationships across the organisation.

Systems, Reporting & Data

- Maintain the integrity of people systems and employee records.
- Produce scheduled and ad hoc people reports and metrics.
- Support maintenance and continuous improvement of P&C systems and workflows.
- Assist with reporting relating to turnover, leave, recruitment, and workforce data.

Policies, Compliance & Governance

- Support maintenance of P&C policies, templates, and process documentation.
- Ensure employment documentation and people practices meet legislative requirements.
- Assist with audits and compliance activities.

- Maintain confidentiality and appropriate handling of employee information.

Projects and Continuous Improvement

- Support delivery of people initiatives, engagement activities, learning programmes, and organisational projects.
- Identify opportunities to improve efficiency, accuracy, and employee experience.
- Contribute to process documentation, knowledge resources, and continuous improvement initiatives.

Jade Core Operating Principles

- CUSTOMER LED
  We focus on what matters most to our customers and measure success by the outcomes we help them achieve - not just the work we deliver.
    - We are curious to understand our customers context.
    - We earn trust by delivering value, not just software.
    - We understand value, growth and satisfaction are interlinked.
- AUDACIOUS TOGETHER
  We work as one team to challenge the status quo and find better ways. We are bold in our thinking and honest with each other to lift performance.
    - We speak up, because better ideas come from honest dialogue.
    - We say no to settling, we back ourselves to go big.
    - We move at pace, we decide and then commit as one.
- DEPENDABLE BY DEFAULT
  We take ownership and follow through. We deliver what we say we will, and build trust through consistent, reliable execution.
    - We own the outcomes not just the tasks.
    - We show-up with a 'can-do' attitude.
    - We mind the gaps and help each other to find a way through.

Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year.
- You engage in regular development conversations with your People Leader and actively work on areas of your development.

Safety & Wellness

- You actively participate in and support safety and wellness initiatives.
- You understand and comply with our safety and wellness policies and procedures including emergency procedures.
- Report all accidents and incidents, including discomfort and near misses promptly.
- You keep your work area tidy and clear of clutter and hazards.

Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training	• Tertiary qualification in HR, Business Administration, Psychology or related field, or equivalent experience.	
Experience/Knowledge/Skills	• 2-4 years' experience in HR/P&C administration, coordination or advisory roles. • Working knowledge of New Zealand employment relations legislation and HR best practice. • Strong administration and organisational skills. • High attention to detail and ability to manage confidential information. • Excellent written and verbal communication skills. • Strong customer service and relationship management skills. • Experience using HRIS systems and MS Office. • Ability to prioritise and work in a dynamic environment. • Comfort with ambiguity.	• Experience in a fast-paced technology or professional services environment. • Experience with HR reporting and analytics. • Experience assisting with recruitment processes. • Knowledge of Australian and UK employment legislation.