

## 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) employment team is to provide confidential, timely and accurate, support and guidance on employment enquiries to boards and their delegates. This advice enables boards and school leaders to implement effective employment relations and human resources policies and practice.

The ASC is typically the first point of contact for schools with an employment enquiry or issue.

You will take inbound calls and respond to emails, providing advice to those enquiries which can be answered at point of contact or within a 48-hour timeframe. Queries requiring ongoing support are triaged then referred to our regional advisory teams to be case managed.

### Position details

<b>Responsible to</b>	Director Professional Practice
<b>Functional relationships</b>	ASC Lead Advisory Support Centre Team National Employment and Governance Teams Regional Advisors Regional Leads
<b>Staff</b>	N/A

### Key Responsibilities

#### Providing Support and Guidance

- On receipt of an inbound call or email enquiry you will provide board members, school leaders and their authorised delegates with timely and accurate employment relations support and guidance
- Enquiries are answered at point of contact or within a 48-hour timeframe. Where required, research enquiries and undertake peer moderation before responding to the enquirer with the appropriate support and guidance.
- As instructed by the Director Professional Practice and/or the ASC Lead you shall participate in outbound call campaigns that may include the verification of school data, raising awareness of an NZSTA initiative or assisting in the implementation of a ministry change process.

#### Apply legislation and Collective Agreement provisions

- Maintain knowledge of the relevant legislation that impacts on employment in the compulsory and state integrated education sector
- Be able to interpret, explain and apply the provisions of the Collective Agreements that cover the terms and condition of employment for board employees.

## **Management of enquiries**

- Engage in peer review of enquiries to ensure consistency and best practice advice is provided
- Where required, refer queries to the National Employment or Governance teams for guidance or resolution - note the service requirement to respond within 48 hours
- Maintain knowledge of and refer enquirers to our online and digital resources via the NZSTA Learning and Resource Centre and the NZSTA website
- Contact the client with the appropriate response
- Assess and triage enquiries requiring in-depth support by way of a planned intervention over time, then refer the enquiry to our regional team for case management.

## **Database entry**

- Accurately log all client calls, email enquiries and the advice provided in a timely manner into the database. Endeavor to meet NZSTA's best practice standard of real time data entry
- Upload to the database all relevant emails and documents
- Ensure accurate naming conventions.

## **NZSTA/ASC resources**

- On request, assist in the preparation, development and review of employment templates, guidelines, flowcharts, and articles that have been developed internally or provided by the Ministry of Education or other sector agencies
- Review NZSTA website content and provide feedback and suggestions.

## **Professional development**

- Proactively identify team and individual professional development opportunities
- Actively participate in individual and team training, coaching and professional development initiatives
- Engage in annual contribution planning and ongoing professional development as agreed with your line manager.

## **Additional**

- Keep up with all 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 agreed from time to time with the Director Professional Practice or their nominee.

# 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 skills
- 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 the principles of Te Tiriti o Waitangi and tikanga Māori including comfort in te reo Māori environment.

## 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.