



Employment Advisor, Advisory Support Centre

Purpose

Our mission is that Te Whakarōpūtanga Kaitiaki Kura o Aotearoa – New Zealand School Boards Association (NZSBA) is the leader for effective school governance Whakamana! Whakaora! ki Te Tiriti o Waitangi.

To this end, Te Whakarōpūtanga wants Effective Governance and Student Success to be interwoven ki ngā kura katoa o Aotearoa.

Who we are

Te Whakarōpūtanga Kaitiaki Kura o Aotearoa – New Zealand School Boards Association (NZSBA) is the professional body for school boards in New Zealand, representing and advocating for our members and providing services to all state and state-integrated schools and kura.

NZSBA is at the heart of school governance. We influence and inform policy and sector outcomes; we support and enable school boards to flourish; we connect like-minded people through our learning and networking opportunities; we strengthen communities by helping students achieve.

Te Whakarōpūtanga Kaitiaki Kura o Aotearoa was established in 1989, following the introduction of New Zealand's largest school reform, Tomorrow's Schools. We are a not-for-profit incorporated society with charitable trust status.

Our service delivery arm, GovHub school board services, provides support to all board members via Ministry of Education funding, while our membership arm provides independent advocacy for school boards to the government and the rest of the education sector. Approximately 80% of all school boards are members, enjoying access to exclusive regional and national events, benefits and discounts, as well as a direct say in how we advocate.

What we do

GovHub is the operational arm of the NZ School Boards Association. Our [Ministry of Education funding](#) provides for employment and governance advisory services, as well as learning and professional development opportunities for school board members. This is available free to all state and state-integrated school boards. We offer other services to schools on a fee for service basis.

Our Values

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| ○ Kaitiakitanga | A sense of guardianship through being of service |
| ○ Connection | Relationship, unity and whanaungatanga to people and planet |
| ○ Tino Rangatiratanga | Recognising autonomy and self-determination |
| ○ Integrity | Where values and actions align to create a sense of wholeness |
| ○ Inclusiveness | Actively promoting equity and fairness |

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

Responsible to	ASC Lead
Functional relationships	Advisory Support Centre Team National Employment and Governance Teams Regional Advisors Regional Leads
Staff	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 ASC Lead you shall participate in outbound call campaigns that may include the verification of school data, raising awareness of a GovHub 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 GovHub Learning and Resource Centre and 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 GovHub's best practice standard of real time data entry
- Upload to the database all relevant emails and documents
- Ensure accurate naming conventions.

GovHub /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 GovHub 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 GovHub Health & Safety activities and act in a responsible and safe manner at all times (in accordance with GovHub H&S policy and procedures).

General

- Other duties, as agreed from time to time with the ASC Lead.

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.