Workforce Administrator

Position Details

Reports to: Workforce Manager

Location: Generic

District/Service Centre: Generic

Shift work/non shift work: Both

Group: People and Capability

Remuneration range: Band C

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee

Direct reports: Nil

Delegated financial authority: N/A

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Purpose

The purpose of the People and Capability Group is to enable our people to deliver Our Business.

To support the delivery of these outcomes the Workforce Administrator will provide efficient and effective administration of leave, training, other abstractions and scheduling to maximise the deployment potential of PNHQ's? Service Centres; and assist in the provision of workplace forecasting and planning, providing accurate management information reports and analysis, highlighting any issues.

The purpose of leadership in this role is to deliver (or enable others to deliver) Our Business.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training

2. Service Delivery

Managing Schedules

- Manages the day-to-day variations arising in employee and workgroup rosters resulting from unscheduled absences from duty, negotiated changes of duty, leave requirements, or other operational contingencies to ensure the roster remains accurate and effective in meeting the workload demands on the PNHQ / Service Centre.

- Matches all leave, or, absence requests for staff against the forecast and checks to see if they can be accommodated within the planned rosters.
- Approves or declines all leave or absence requests in accordance with agreed workgroup authorised "minimum numbers" rules.
- Liaises with relevant supervisors and PNHQ/Service Centre Human Resources Manager to coordinate the movement and transfer of employees (e.g. leave without pay, rehabilitation/welfare plans or similar and negotiating individual rosters to balance the needs of the organisation and the employee.
- Ensures that all relevant employees are advised of any changes to the roster in a timely and accurate manner.
- Identifies real-time management issues, ensuring loss of service / reduction in service measures is minimal and do not become on-going.

Forecasting & Planning

- Identifies factors / variables that may affect the workload, and assesses any associated impact on service levels.
- Maintains a current knowledge of workforce management practices and real-time resource management techniques, including 'best practice'.

Reporting

- Maintains information management systems to enable the PNHQ/Service Centre to identify employee and scheduling issues in a timely manner.
- Reports on planned absences and makes recommendations to ensure the PNHQ/Service Centre maintains a minimal overtime/TOIL overhead and achieves a zero growth in leave balances.
- Makes recommendations to the management team of shortfalls and failures by shifts to achieve service levels / meet demands.
- Reports on performance issues relevant to the scheduling of employees and their delivery of services as required by the management team.

3. Customer Service

- The principal customer focus of workforce management within the PNHQ/Service Centre is the PNHQ Commander/Service Centre Manager.
- Ensures that the cultural diversity of the customer base is respected in all undertakings.
- Ensures that EEO policies and practices are applied in the rostering of employees by constantly ensuring the needs of the business and those of staff are monitored and kept up to date by ongoing consultation.

4. Relationship management

- Establishes and maintains appropriate working relationships with PNHQ/Service Centre managers and administrative staff by regularly communicating new ideas, practices and solutions to identified problems.
- Establishes appropriate working relationships with staff to ensure effective and efficient administration of leave, or, absence requests or abstractions and to ensure any scheduling issues are identified early and resolved.
- Provides timely and accurate advice, shares information appropriately, and ensures clarity of communications with the management team to ensure that the group delivers services to the highest level.

5. Team work

- Co-operates and works effectively with other employees in order to achieve team goals and standards.
- Supports the development and maintenance of a high performing team by open communication of ideas and sharing knowledge and information.
- Maintains effective channels of communication amongst the Workforce Management Group and PNHQ/Service Centre managers to facilitate the timely flow of current and accurate information.
- Encourages and supports open and honest constructive relationships with colleagues.
- Takes a constructive approach to team efforts and supports other team members where appropriate.

6. General management

- Fosters a safe environment by integrating safety and health into all aspects of rostering staff, work practices and places of work.
- Works with other team members to achieve optimum resource use and best result for the organisation as a whole.
- Offers advice and solutions for problems and supports decisions made by the Rostering Group.
- Ensures the key concepts of Maori responsiveness, Community Policing, partnerships and quality customer service are adhered to in all rostering and resourcing initiatives.
- Provides support to the Workforce Manager of the District Support team as well as the system development managers and analysts, and, as appropriate to the PNHQ/Service Centre Managers, in managing change in relation to strategic development and other initiatives at District and PNHQ/Service Centre level.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- No Children's Worker security check is required.