# Workforce Analyst

## Position Details

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| **Reports to:** NWFM Manager | **Location:** Police National Head Quarters and Lower Hutt |
| **District/Service Centre:** | **Shift work/non shift work:** Non-shift |
| **Group:** People and Capability | **Remuneration range:** Band F |
| **PHPF Level Purpose:** Individual Contributor | **Employee Type:** Police Employee |
| **Direct reports:** Nil | **Delegated financial authority:** Nil |

## 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 to have the trust and confidence of all.

## Purpose

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

To provide accurate workforce forecasting, planning and reporting; to develop and manage rosters to best support Our Business.

This position is responsible for providing efficient and effective support and guidance to District Workforce Management Teams to enable operational deployment opportunities.

The purpose of leadership in this role is to deliver (and 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

#### Forecasting and Planning

- Forecasts accurately anticipated staffing requirements, taking into account historical trends, seasonal variations, district and national operations.
- Provides information, recommendations and expert advice to the management team on which to base future staffing and budgetary needs.

- Maintains a current knowledge of workforce management practices and real-time resource management techniques, including 'good practice'.

### Managing Time and Leave

- Supports WFM nationally by facilitating and administering roster changes in line with forecasted requirements, established business rules, employment agreements, HR Policy and legislation.
- Manages the planning and development of shift and non-shift patterns in Kronos, in line with forecasted requirements, established business rules, employment agreements, HR Policy and legislation.
- Ensures planned rosters will enable staff to meet the demand / operational commitments within the set timeframes.
- Ensures the planned rosters meet the relevant industrial rules and that the right number of staff are deployed in the required areas.
- Keeps abreast with National, PNHQ & Centre based policy and procedure changes in respect of staff employment and rostering to ensure such changes are reflected in the planned rosters and ensures this is clearly communicated to WFM teams.
- Develops and maintains mechanisms for detecting actual and potential rostering issues (including symptoms, causes and effects) and provides recommendations on the best solutions to those issues.
- Manages leave requests and system related processes which ensure leave is managed in line with forecasted requirements, established business rules, employment agreements, HR Policy and legislation.
- Provides support during pattern change processes and the accurate balancing of employees hours.
- Liaises with relevant supervisors and PNHQ/Service Centre HR Manager to coordinate and manage the return of staff who have been on LWOP, Rehabilitation/Welfare plans or similar by negotiating individual rosters to balance the needs of the organisation and the employee.
- Assist with Kronos system configuration in support of District WFM deployment requirements.

### 3. Customer Service

- Develop and maintain relationships within the wider People and Capability Group and New Zealand Police.
- Fosters an atmosphere where being responsive to customer needs is the first priority.
- Ensures that the cultural diversity of the customer base is respected in all undertakings.
- Participate in problem identification and risk management. Including identifying symptoms, causes, effects and solutions.

### 4. Team Work

- Co-operates and works effectively with other staff in order to achieve team goals and standards.
- Supports the development and maintenance of a high performing team by open communication of proactive ideas and sharing knowledge and information.
- Maintains effective channels of communication amongst Workforce Management Group and Operational Team members 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 possible.
- Proactively manages own training and development needs as well as coaching, mentoring other team members as and when required.

### 5. 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 Workforce Management Group.
- Ensures the key concepts of Maori responsiveness, Community Policing, partnerships and quality customer service are adhered to in all rostering and resourcing initiatives.

### 6. Relationship management

- Establishes and maintains appropriate working relationships with managers and administrative staff within the PNHQ / Service Centre, including technical support staff by regularly communicating new ideas, practices and solutions to identified problems.
- Establishes appropriate working relationships with operational staff to ensure effective and efficient provision and maintenance of the rostering process.
- Establishes appropriate working relationships with the relevant Welfare Officer(s) and Service Organisation Representative(s) to ensure effective resolution to relevant roster / staff problems and issues.
- Provides proactive timely 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.

## 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).