

## Senior Human Resources Consultant

### POSITION DESCRIPTION

#### Position Details

**Title:** Senior Human Resources Consultant

**Department:** Human Resources and Health & Safety Consulting

**Service Line/Division:** BAS – Adviser Support Services

**Reports To:** Manager - Human Resources and Health & Safety Consulting

#### Overview

The Senior HR Consultant is responsible for competently delivering quality human resources work and advice within agreed timeframes, in line with legislation and regulations, as well as with Findex Group policies and procedures.

Responsibilities include effectively managing all aspects of client relationships, including building your own client list; and working on a range of human resources work from client consultation through to delivery ie. producing employment agreements, recruitment work, secondment work, employee engagement and culture, HR strategy, learning and development, performance management, leadership coaching, workplace investigations, HR audits, 360-degree reviews, psychometric testing, and HR software assistance.

As a senior member of the team, the Senior HR Consultant will also assist in the development of the team, effectively delegating work to team members, as well reviewing work and providing constructive feedback.

#### Qualifications

- Tertiary qualification in HR or a related discipline.

#### Practical Experience

- A minimum of 3 years prior experience in a human resources role is essential.

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- Demonstrated experience delivering a broad range of HR work.
- Prior experience in a consulting environment preferred.

## Key Responsibilities

### **Technical general HR advisory services:**

- Develop tailored HR documentation; including position descriptions, individual employment agreements, policies and procedures and competency frameworks.
- Undertake full recruitment processes from advertising through to selection for a wide range of client and roles. Adapting the process to suit the client and industry and utilising best practise and appropriate tools.
- Provide individual/team development services; including psychometric testing, facilitating workshops, performance development frameworks and processes.
- Provide organisational development and change management services including; engagement surveys, structural advice, job scoping, internal communications and outplacement services.
- Provide services and advice related to all functional HR areas; including remuneration, learning and development and employment relations.

### **Provide accurate, professional and timely services to clients:**

- Ensure all advice/services provided given is correct, of the highest possible quality and is provided within the timeframes agreed with the client.
- Ensure services provided meet the client's needs and expectations, and Findex standards of work and professionalism.
- Ensure that all relevant documentation and client correspondence are clearly recorded on file and that each client is kept informed of all developments for their particular job.
- Enlist assistance of other team members for advice and completion of assignments wherever necessary.
- Ensure that client complaints are addressed within a 48-hour period, and where possible resolved amicably, or escalated to the Manager to further address.

## **Self/Team Management:**

- Ensure all new client work is authorised correctly before undertaking work.
- On a daily basis, keep accurate timesheet information that generates accurate work in progress reports.
- Provide accurate invoicing instructions to Client Services Manager, ensuring the process is efficient and in-line with Findex procedures and timeframes.
- Ensure that all jobs are completed within time and on budget.
- Ensure daily and monthly productivity/financial targets are met and assist with achieving overall team targets.
- Contribute to the development of the team by regularly providing feedback to junior team members.
- Regularly attend and contribute to agenda and discussion at team meetings and chair/lead discussion as required.
- Proactively follow up on assigned actions for project/team work.
- Ensure professional expertise is kept up to date by maintaining knowledge of best practice procedure, keeping abreast of current trends, and regularly attending relevant seminars and conferences.
- Assist with providing technical and mentoring support to develop team member capability.
- Delegate client work as required to team members.
- Review work undertaken by team members as appropriate.

## **Marketing and Business Development:**

- Develop a personal marketing plan in order to build your profile and network, and in turn generate new business opportunities and develop your own client list.
- Ensure development of personal profile within the business community through networking and membership of relevant groups
- Develop profitable and market competitive proposals for work, taking into account time and resources required.
- Regularly consider and develop opportunities to obtain new projects and clients.
- Develop and deliver initiatives to promote Findex such as seminars, workshops and client presentations.
- Maintain regular contact with the client base to ensure all opportunities to provide services to clients are explored.
- Drive and undertake regular client care and business development activities such as internal and external networking, meetings and presentations.

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- Ensure relationships are developed and maintained within the wider Findex business to develop cross referral opportunities.
- Identify and implement service line improvement initiatives, with management approval.

## Soft Skill Competencies

- Self-Management
  - Management of own workload, setting goals and evaluating the effectiveness of own performance and taking action as required.
- Initiative
  - Thinking and acting proactively by anticipating future needs and recognising opportunities to solve or address current issues and constraints.
- Task Orientation
  - Focusing on output and quantity by prioritising workloads and seeing a task through to completion using available resources and sourcing more when required.
- Self Confidence & Resilience
  - Facing challenges head on in unknown situations and performing under pressure in an evolving working environment.
- Results Orientation
  - Producing quality results by assuming responsibility for one's performance standard of work and the correctness of their actions.
- Directing people
  - Delegating work to others, monitoring progress and the effectiveness of outputs.
- Analytical Thinking
  - Identifying patterns across situations that are not obviously related. It is the ability to identify key or underlying issues in complex situation.
- Team work
  - Working co-operatively with others, being part of a team, and performing effectively with interdependent goals and common values and norms to foster a collaborative environment.
- Interpersonal Skills
  - Working effectively and collaborating with others. Reading and understanding others emotions and quickly building rapport.
- Verbal Communication
  - Communicating and sharing information from one individual or group to another. Is being able to clearly articulate ideas, tailoring them to suit the audience.
- Coaching & Developing People
  - Providing regular, timely and constructive feedback focused on developing skill and capability as well as the required support to set challenging goals.
- Relationship Management
  - Developing, maintaining and managing business relationships both internally and externally. It also includes being able to manage particularly difficult relationships and effectively address issues as they arise while ensuring that you act in the best interest of the stakeholder.

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## Technical Skills

- Human Resources
- Business Acumen
- Numerical
- Written
- Computer
- Marketing/Sales
- Organisational/  
Administrative
- Able to understand and apply all current applicable legislation and best practice industry information.
- Sound understanding of wider business principles/issues and industries to ensure technical advice is balanced with commercial requirements.
- Has a sound understanding of mathematic calculations and interpreting numerical data.
- Can produce high quality/professional policies, reports and emails, free of basic grammatical and spelling errors.
- Intermediate level ability in Microsoft Office suite and can learn new systems easily. Is competent using online recruitment systems and social media.
- Understands marketing/sales principles and applies these through business development initiatives
- Able to manage own time and tasks in an effective and efficient manner

## Key Attributes

- Positive, proactive and result oriented
- Collaborative team player
- Has strategic and commercial ability
- Is driven by producing the best results for clients
- Is highly motivated to help grow the service line
- Represents the Findex Group in a professional manner and in accordance with the Key Behaviours when liaising with internal staff and external providers

## Position Interface

**Internal**

**External**

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- Findex HR and H&S Team
- Wider Findex Team and Key Relationship Managers (KRM's)
- Clients
- Networking associations
- Industry associations (eg. HRNZ)

## Additional Information

- Must be prepared to travel out of the region as required to meet client and team demands.