



**Position Title:** People Services Coordinator

**Date:** September 2023

**Location:** Tahua HUB, Takapuna, Auckland

**Reports to:** Head of People Services

## Who we are:

Tahua Partners Limited is a great Kiwi business, home to well-loved brands in retail and hospitality. Inspired by a common vision and a shared passion for hospitality/retail, we strive to serve our communities in a truly unique way based on our heritage in Aotearoa. Each of our business units operate independently as they face the market, but are supported by resources, skills and solutions available through the Tahua community (e.g: Information Services, Finance, Payroll, Strategy Development, Project Management, Property, and People and Culture). Each business celebrates its own unique culture, however we are all connected through the Tahua values of 'better', 'manaakitanga' and 'whanaungatanga'.

## Why you'll love this role:

Our brands are high-profile, action-packed and have their own unique cultures. Tahua have bold growth ambitions, and supporting the people experience for a team of 3,000 (and growing) is a mighty undertaking for the People services team.

Working closely with the People team and leaders across all brands, you'll be the go-to person for all administration and coordination tasks within the HR space. The essential 'grease that ensures our wheels keep turning', you'll relish the opportunity to align common processes, systemize and automate tasks, and streamline people processes wherever possible. A lot of our current pain points are manual processes, and with new systems on the horizon, this role will find ways to improve the leader and people experience as they engage and interact with the People team.

We measure our success in making a real difference to our people's work-life in studios/stores/restaurants, therefore you'll bring an infectious energy and passion for finding ways that we can be better. You will contribute to the team by sharing, reflecting and learning together across the group to help streamline how things are done. You'll take pride in delivering exceptional service with a smile, and join us as we build a great Kiwi business.

## What you'll deliver in this role:

- Build and nurture trusted relationships with leaders internally across the brands and external stakeholders – be known for service delivery and accountability.
- Develop a culture of continuous improvement, relentlessly seeking out ways to hack workflows, drive automation, simplify and streamline processes.
- Maintain e-files for Hub team and coordinate with payroll & the People Services team on the structure of the records for teams across the brands.
- Work closely with payroll and leaders across the group to support the preparation and distribution of common people processes - eg certificate of services, earnings certificates, parental leave documentation for employees
- Manage various employee recognition programmes and assist with internal comms, recognising employee achievements across brands and working with GMs and finance to ensure the correct approvals are in place.

- Work closely with the People Systems specialist and People Services team in the preparation of meaningful reports, data collection and analysis with accuracy and within deadlines
- Prepare and distribute accurate and timely employee documentation, including offers of employment, variations and documentation required for overseas employees – utilising the systems to automate workflows and reduce manual administration.
- Responsible for sending out online exit surveys across brands, and preparing a monthly report for the Senior People Services Managers
- Deliver service with smile – providing first line enquiry advice to stakeholders, with timely and professional service on all queries
- Work closely with the People Services team to regularly monitor and respond to emails received in the centralised HR inboxes, escalating to the right people at the right time where needed.
- Responsible for onboarding and offboarding employees within the Hub, making sure that people experience is paramount as people join and leave the business.
- Participate and support the People Services Team in project work as required, with a keen eye for continuous improvement as we grow.
- Provide ad-hoc support to the H&S team as required, including collating all information needed for ACC claims.

**What you'll bring to the role:**

- Experience within a coordinator role previously or experience in a role involving process improvements. HR experience is ideal, but not necessary.
- Fun, real and professional in approach (without being corporate or formal). Compassionate and humanistic in approach.
- A clear bias for action, with huge energy and intrinsic drive. You love getting stuff done!
- Resilience, with demonstrated ability to tenaciously move forward even during the toughest times.
- Proactive and action orientated approach, with the confidence to ask questions or for support
- Great collaboration with stakeholders through sharing information, asking questions and sharing findings/learnings.
- Great attention to detail to allow for high quality output and service
- Passion for process improvements and streamlining things across brands, helping for an improve people experience
- Fluent and clear communication skills, with ability to adjust style and language according to audience needs.
- High EQ and self-awareness, seeking insights on own behaviour through feedback and open communication.
- Tech savvy and comfortable working with payroll/HR systems and Microsoft Office packages in particular Word and Excel.
- Highly developed organisational and planning skills with the ability to prioritise work effectively and manage competing priorities and deadlines.
- A love of problem solving combined with a high degree of resilience and adaptability to cope with unexpected, changing environments. Responsive to varying business demands