

POSITION DESCRIPTION

Position Title:	People Systems Partner		
Reporting to:	People Projects Lead		
Date created:	October 2023	Date last updated:	April 2024
Direct reports:	0	Location:	Auckland or Christchurch

About Us | Mō Mātou

Citycare Property builds, operates, maintains, and renews Social Infrastructure and our purpose is to *enhance the wellbeing of our communities* through our shared values of **We Discover**, **We Deliver**, and **We Care**. Citycare Property operates in multiple locations throughout Aotearoa (New Zealand) and employs approximately 900 kaimahi (employees). 700 of these kaimahi work within Citycare Property with an additional 200 employed by its subsidiary, Spencer Henshaw.

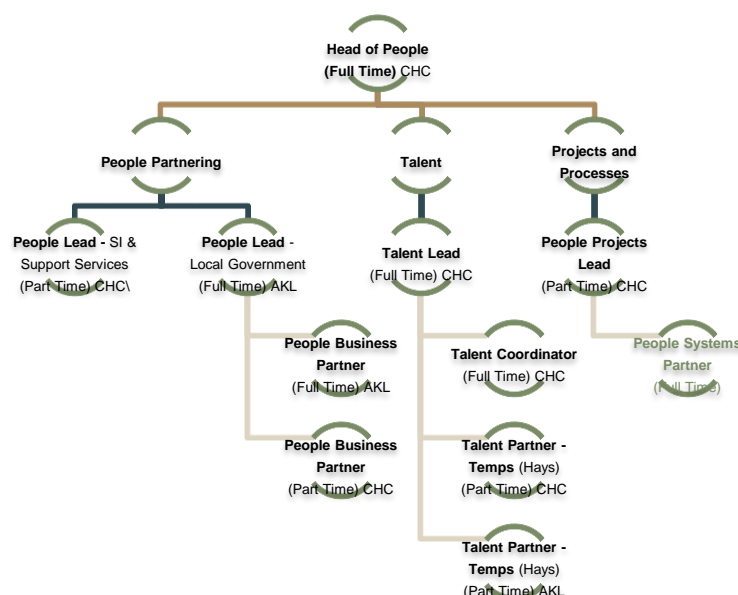
Primary Focus | Te Arotahi Matua

The People Systems Partner contributes significantly to the planning and execution of system implementations and upgrades. They liaise with IT, Payroll, and other departments to guarantee a seamless and customer-focussed experience. Ultimately, their primary focus is to improve the efficiency and effectiveness of our People Systems, ensuring close alignment with our organisational goals. This includes enhancing our data strategy and system capabilities through digital tools. By leveraging these tools, we will extract valuable insights from our data, to support informed decision-making across the organisation.

The People Systems Partner is a crucial role within the People team, offering comprehensive support and guidance on our People Systems and processes. They manage system configuration, maintenance, training, and ongoing improvement, ensuring optimal functionality. Notably, they are tasked with completing our People system actions and spearheading implementations which include but are not limited to integrating compensation, engagement, learning, and performance components.

Their focus extends beyond technical aspects; they advocate for an outstanding digital employee experience, guiding the People team toward this goal. Collaborating closely with our People team and business stakeholders, they discern specific needs and functionalities needed from the People system. This entails a deep understanding of HR processes, data management, and integration prerequisites.

Your Team | Tō Kapa



Key Accountabilities | Ngā Kawenga Takohanga

Good Kiwi Company	<ul style="list-style-type: none"> • Contribute to the High5 priority of being a Good Kiwi Company and ensures that the Projects and Process stream is honouring Te Tiriti o Waitangi and invested in thriving local communities and sustainable practices. • Adhere to all requirements for training and development in tikanga Māori, te reo Māori, Mātauranga Māori, and Te Tiriti o Waitangi to ensure that the cultural confidence of the business unit is aligned to Citycare Property's expectations. • Support the implementation of any sustainability and environment initiatives within the business unit. • Leverage the centralised support for community partnership activities and endeavour to make them fit for purpose, where appropriate.
Product Champion	<ul style="list-style-type: none"> • As a member of the People Team be the product champion for Dayforce and support People systems in the wider business technology ecosystem. • Promote the use of People Systems across the organisation. • Be the key contact with the relevant People System vendors and partners e.g., Ceridian Dayforce. • Continuously look for ways to integrate business systems, ensuring efficient workflows. • Look for ways to reduce duplication of effort across administrative, business process, and People Systems.
Customer Relationship Management	<ul style="list-style-type: none"> • Provide technical support and training to users and managers, including training sessions and preparation of training materials. • Communicate process guidance to users by designing and delivering practical application support tools, ensuring these are readily available for users. • Engage regularly with Citycare Water's People and Capability Systems Advisor to ensure alignment (where possible), and efficiency, acting as a back up for one another and support network. • Work closely with the Head of Technology and wider Technology Team ensuring People Systems are a key integrated component of the wider business ecosystem. • Partner with the Payroll Manager and Payroll Team ensuring seamless integrations. • Respond to all audit requests with necessary Dayforce information. • Engage with all stakeholders in a collaborative way to ensure robust processes are developed that are fit for purpose and sustainable for the People Team. • Manage expectations and demonstrate total reliability in meeting agreed deadlines. • Balanced approach to both support and constructively challenges customer thinking.
Process Management	<ul style="list-style-type: none"> • Work with the People Team in the workflow analysis, design, and automation of manual processes through the utilisation of software. • Review and improve People Systems and processes. • Look for ways to reduce duplication of effort across administrative, business process and people systems. • Review paper-based systems and recommend options for automation. • Assist in the development of new People Systems to improve productivity of the People Team and People Leaders.
Delivery & Project Management	<ul style="list-style-type: none"> • Handle tasks related to clearing project backlogs and implementing identified enhancements, including integrations with other business systems e.g., PayGlobal, Entra, Fleet, Time and Attendance, etc. • Scope implementation phases collaborating with Subject Matter Experts and stakeholders to define business processes and project implementation timeline.

	<ul style="list-style-type: none"> • Create and maintain process maps and training, based on scoping. • Project manage the implementation and integration of future phases.
System and Data Integrity	<ul style="list-style-type: none"> • System Maintenance and Security: <ul style="list-style-type: none"> ○ Maintain user access, permissions, and security settings. ○ Set up roles and assign features and authorisations. • System Structure Management: <ul style="list-style-type: none"> ○ Own the structural setup of Dayforce, including organisational structure, jobs, and job assignments, and set up and maintenance of dropdown lists. ○ Set up and maintain client job sites, interface with external job sites, client properties, global settings, and punch clock devices. • System Monitoring and Troubleshooting: <ul style="list-style-type: none"> ○ Monitor background jobs, identifying and resolving errors. ○ Execute any bulk HR or data imports. ○ Handle troubleshooting of system errors and user issues, including raising and overseeing tickets with Dayforce Support as required. ○ Monitor updates and hotfix releases and conduct pre- and post-release testing. ○ Keep up to date on People System (primarily Dayforce) updates and enhancements. • Development and customisation: <ul style="list-style-type: none"> ○ Develop custom forms using XML and create associated workflows. ○ Develop custom reports requiring basic SQL knowledge. • Documentation and Process Management: <ul style="list-style-type: none"> ○ Create and maintain process maps and SOPs for current and future Dayforce modules.
Continuous Improvement	<ul style="list-style-type: none"> • Support the People Projects Lead to deliver the digital strategy for the People team and to unlock efficiencies through: <ul style="list-style-type: none"> ○ Automation and AI. ○ Employee self-service. ○ Data and Analytics. ○ Systems upgrades, implementations, and integrations. • Work with our business Leaders and internal stakeholders to continuously lead the improvement of the People Team offering, delivery and tools. • Champion the voice of the customer through seeking feedback to improve the customer experience and service offering. • Develop and maintain high value standard operating procedures and employee and manager guidelines for HR services and processes. • Manage relevant relationships with third-party providers including contract negotiation, monitoring deliverables, and managing performance.
Communication	<ul style="list-style-type: none"> • Ensure the People Projects Lead and Head of People are kept informed of incidents or issues as they arise. • Collaborate with other professionals (internal and external), ensuring the sharing of knowledge and experience. • Take all practical steps to ensure communication to kaimahi and outside agencies is professional, timely, and supports the best interests of the business. • Ensure People team members are briefed on all initiatives and are brought on the journey through 'train the trainer' sessions.
Relationships	<ul style="list-style-type: none"> • Quickly establish credibility and respect and build strong working relationships with Managers and kaimahi. • Develop a strong working relationship with the: <ul style="list-style-type: none"> ○ People Projects Lead. ○ Citycare Water People and Capability Systems Advisor. ○ Payroll Manager. ○ Head of Technology. ○ Head of People.

	<ul style="list-style-type: none"> Solve both operational and strategic issues through a pragmatic and commercially sound approach. Develop and support team members, be quick to identify and problem solve any issues. Inspire the confidence of senior Managers through timely delivery of information. Work independently but consult where appropriate. Develop and maintain valuable networks and key relationships.
General	<ul style="list-style-type: none"> Ensure compliance with approved Citycare Property's policies, plans and programmes. Undertake all personal development and competency training to stay current and able to deliver the changing requirements of the role.
Additional Duties	<ul style="list-style-type: none"> Any other duties of a similar type required by the Employer. From time to time, it may be necessary to consider changes to the key accountabilities of this position so that we are able to adapt to changes in our business environment.

Health, Safety and Wellbeing | Te Whare Tapa Whā

All kaimahi are responsible for	<ul style="list-style-type: none"> Be personally responsible for their own and others' Health, Safety and Wellbeing at work. Promote and participate in Health, Safety and Wellbeing, maintain a safe workplace, and ensure that all equipment is always used in a safe and correct way. Be familiar with the Health, Safety and Wellbeing procedures. Always establish and insist upon safe methods and safe practices. Report all hazards, incidents, and injuries (including near miss incidents) according to procedure and within specified times. Refuse to do work if you deem it to be unsafe and notify relevant people accordingly.
All Managers are personally accountable for	<ul style="list-style-type: none"> For the Health, Safety and Wellbeing performance for work areas over which they have control. For their continued management competence in Health, Safety and Wellbeing. By ensuring that all kaimahi and contractors understand and accept their responsibility to promote a safe and healthy workplace. Ensure all Health, Safety and Wellbeing requirements are always adhered to. Appropriately manage overall Health, Safety, Environment and Wellness. Ensure that work is performed in a safe manner and in a safe environment. Ensure all new kaimahi and temporary kaimahi are adequately supervised and trained to reduce the risk of injury, accident, or incident.

Qualifications | Ngā Tohu Mātauranga

Ideal	<ul style="list-style-type: none"> A bachelor's degree in a related field.
Essential	<ul style="list-style-type: none"> Relevant professional memberships, registrations, and accreditations.

Experience | Ngā Pukenga

Ideal	<ul style="list-style-type: none"> Experience with Dayforce or similar HRIS platforms. Proven experience and success in supporting change and driving a continuous improvement culture.
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	<ul style="list-style-type: none"> • The ability to collaborate and influence leaders at all levels, employees, and other key stakeholders to ensure the continued improvement in people performance and digital literacy. • Strong understanding of HR processes and data. • Knowledge of the New Zealand Employment legislation and regulations.
Essential	<ul style="list-style-type: none"> • Minimum of five years' experience in a data management role in a complex organisation. • Experience in identifying, defining, and documenting business processes containing touchpoints with multiple stakeholders. • Excellent problem-solving, project management, and communication skills. • Advanced user of SharePoint, Word, PowerPoint, Excel, and Outlook. • Excellent verbal and written communication skills. • Ability to operate in a fast-paced, changing environment. • Exceptional time and project management skills. • Results and outcomes focussed, with experience in tracking, measuring, and evaluating outcomes to demonstrate impact.

Key Relationships | Ngā Hononga Matua

Internal	<ul style="list-style-type: none"> • All Citycare Property kaimahi including: <ul style="list-style-type: none"> ○ Chief Executive Officer. ○ Executive Leadership Team. ○ All People Managers. ○ Head of People. ○ Head of Technology ○ Wider Leadership Group. ○ Kaimahi.
External	<ul style="list-style-type: none"> • CCHL. • Citycare Water People & Capability Systems Advisor • Specialist external consultancies and provider. • Professional bodies. • Industry stakeholders. • Other miscellaneous stakeholders and supplier.

Disclaimer | Te Whakakape

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Signed by the Employee:

Date:

Signed on behalf of Employer:

Date:

This position description serves to provide an overview of the primary responsibilities inherent in this role. It also provides a summary of how this position collaborates with other roles within the organisation. It is acknowledged that to remain current, regular amendments will be required. This is to be coordinated in association with the relevant Leader and the Head of People.

This document will be supported by the development of a performance agreement which will be drafted by the incumbent in association with their Leader to provide clear goals and objectives, against which individual performance will be managed.