

Job Description – Talent Acquisition Advisor

MASH Trust is an innovative provider of health and disability support services based in Palmerston North, supporting 2,000+ people and whānau.

Our services are offered through day programmes, support within MASH homes, and support in the community.

We operate throughout the lower North Island in Wellington, Kapiti, Horowhenua, Manawatu, Whanganui, and Hawkes Bay.

MASH Trust Mission & Values

Our Mission: Working together to achieve great lives.

Our Values

- Relationships – Build open relationships based on honesty and respect
 - Communication – Communicate with an open mind and heart
 - Mana – Recognise and promote the mana and strengths of the individual
 - Opportunities – Take opportunities to learn and grow together
 - Believe – Believe that together we will make a difference
 - Fun – Make fun a goal
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Overview

Reports To:	Talent Acquisition Lead
Direct Reports:	Nil
Location:	Palmerston North (with some travel Lower North Island)
Hours:	Full-time (80 hours per fortnight)
Delegations:	Tier 5 – In accordance with current delegations' policy

Role Purpose

This position sits within the Talent Acquisition Team and partners closely with hiring managers to support talent processes. A key part of the position is improving the capability of hiring managers to ensure a more effective recruitment process and positive candidate experience.

The Talent Acquisition Team sits within the Operations Team of MASH Trust. The Operations Team is responsible for operationalising the MASH Quality Framework and The MASH Way in all aspects of service delivery to meet the changing expectations, needs and aspirations of the people we support and to ensure MASH remains a partner of choice for our funders and stakeholders.

The Team will drive operational efficiency and compliance with statutory requirements, while also being focused on the future and the changes needed to continuously improve delivery of quality, people-centric services.

By leading for the future, living the MASH values, delivering operational excellence, and being connected with stakeholders, this role will contribute to the continued growth of MASH’s reputation and influence.

Key Relationships

All MASH Trust staff have a responsibility for managing relationships in some or all the key sectors we work within. In this role, the key relationships to be developed are as follows:

Internal:

- Chief Executive, Executive Leadership Team (ELT), Senior Leaders, MASH managers and staff

External:

- Funders including but not limited to (Te Whatu Ora, Whaikaha (Ministry for Disabled People), Oranga Tamariki, Corrections, Local Authorities), the people we support, family/whānau and tangata whenua, iwi partners, primary & community health teams, related Health and Disability Service Providers, contractors, suppliers and other providers

Key Areas of Responsibility

Key Area of Responsibility	Tasks	Performance Measures
Recruitment Service Delivery	<p>Perform end-to-end recruitment delivery for high-volume support worker recruitment.</p> <p>Perform end-to-end recruitment delivery for clinical, professional, and leadership roles.</p> <p>Maintain relevant talent pools for all positions.</p> <p>Provides technical support to hiring managers to navigate our recruitment processes and systems</p>	<p>Base roster has no greater than a 10% variance in fill rates.</p> <p>Recruitment of all roles is undertaken in accordance with the recruitment and associated policies and procedures.</p> <p>The talent acquisition plan objectives in relation to talent pools and talent management are achieved.</p> <p>Hiring managers understand recruitment process and systems and stakeholders report high levels of satisfaction. Training and coaching of Hiring Managers occurs to improve their knowledge and competency</p>

	<p>Provides sound advice and support throughout the process to deliver excellent service to managers</p> <p>Identifies opportunities for improvements to processes and provides process quality control / assurance</p> <p>Ensures a positive candidate experience across all roles to provide ongoing strengthening of our employment brand</p> <p>Keeps up to date with market knowledge to provide specialist advice</p> <p>Partners with managers to understand business pressures and needs</p> <p>Supports the Talent Acquisition Lead to manage the MASH recruitment “brand” and offerings in the public arena via advertising, recruitment drives and Career Stands etc</p> <p>Supports the Talent Acquisition Lead to meet any reporting requirements in a timely way</p> <p>Builds recruitment capability among hiring managers by delivering recruitment training and coaching</p> <p>Ensures confidentiality and privacy of information is maintained</p>	<p>Continuous improvement occurs from a system, process and service delivery perspective</p> <p>MASH’s Employee Value Proposition and branding improves over time with MASH considered as an employer of choice</p> <p>Reporting provides insight and analytics on talent acquisition in accordance with leadership requirements</p> <p>Information is maintained and recruitment activities occur in accordance with the Privacy Act and other legislative requirements</p>
Team Effectiveness	<p>Contribute to team effectiveness by offering value adding suggestions at meetings, providing learning feedback/comments and support to others which aim to improve team performance and staff motivation, and assisting other members of the team</p>	<p>Contribution to team meetings is evidenced, observations are shared and there is willingness to support one another to achieve the team and wider organizational goals and objectives</p>
Risk Management	<p>Identify, report, reduce/ eliminate situations of potential/real risk to MASH and its commercial stability.</p>	<p>Risk Management plans are current and regularly reviewed for the Talent Acquisition Team division.</p>

	<p>Report to your Manager on all areas of significant risk.</p> <p>Adhere to MASH Trust's policies and procedures.</p>	<p>MASH Trust policies and procedures are followed to reduce risk to the organisation and ensure quality and consistency are maintained.</p>
Stakeholder Engagement	<p>Builds collaborative and constructive relationships across the organisation to enhance ways of working and facilitate recruitment service delivery</p> <p>Support the maintenance of a positive image of MASH internally and externally.</p> <p>Initiate and attend forums appropriate to MASH and the Recruitment Advisor role. Proactively share information and strategies internally and externally as appropriate.</p>	<p>Assist to raise the organisation's reputation and profile by addressing funder, community groups and stakeholders (both internal and external).</p> <p>Bring to MASH information relevant to our organisation to ensure we continue to innovate and evolve based on best practise and sector developments.</p> <p>Feedback supports that you engage with stakeholders positively and professionally.</p>
Health and Safety, Privacy	<p>Work in accordance with MASH's Health and Safety Framework and Plan as well as the Privacy framework.</p> <p>Apply health and safety policies and procedures operating within the framework of acceptable workplace practice.</p> <p>Comply with responsibilities of the Health and Safety at Work 2015 legislation.</p>	<p>Work safely encouraging and supporting others to do the same.</p> <p>Health & Safety incident reporting and analysis is completed promptly and in accordance with policies and procedures. Required corrective actions are taken.</p> <p>Strategies are in place and actions taken that reduce harm and improve safety while growing a resilient workforce.</p> <p>All staff are trained in the Privacy Act 2020 and their obligations as it relates to their role.</p>
Continuous Improvement	<p>Support a culture of curiosity, improvement, and shared learning across MASH.</p>	<p>We build on our culture of quality and innovation and can demonstrate improvements in consistency and responsiveness.</p> <p>We introduce new services that respond to an individual's hopes, desires and potential and these services are agile and adaptable.</p> <p>Audits are completed with few, if any, improvement recommendations</p>

Te Tiriti o Waitangi & Cultural Competence	Demonstrate commitment to honouring Te Tiriti o Waitangi. All staff are expected to support better health outcomes for Māori by working in partnership with Māori, respecting Māori leadership and perspectives, and helping to create a culturally safe environment. This includes learning about Te Tiriti, understanding its relevance to our work, and making sure Māori voices and needs are included in our decisions and services.	We can demonstrate understanding of Te Tiriti o Waitangi and its relevance to their role. There is evidence of increased Māori participation and engagement and improved equity, cultural safety and positive outcomes for kamahi and whanau Māori.
Other Duties	Any other duties reasonably associated with the role.	

Travel

Travel to MASH sites across the lower North Island may be required (occasionally with overnight stays).

Person Specifications

Core Competencies

Competency	Behaviour
Team Membership	<ul style="list-style-type: none"> • Is easy to approach and talk to. • Builds rapport well and is a good listener. • Ability to work collaboratively and to a common purpose. • Open minded and receptive to other ideas.
Written & Verbal Communication	<ul style="list-style-type: none"> • Able to communicate clearly and succinctly in a variety of communication settings and styles, and to a variety of audiences • Can get messages across that have the desired effect. • Presents the message clearly / concisely and without ambiguity. • Considers visual presentation and layout with written communication.
Priority setting	<ul style="list-style-type: none"> • Spends time on what is important. • Can quickly sense what will help or hinder in accomplishing a goal. • Eliminates roadblocks and creates focus.
Problem-solving	<ul style="list-style-type: none"> • Uses common sense, logic, and analysis to identify the core issue causing the problem. • Probes all possible sources to identify a solution, looking beyond the obvious and not stopping at the first possible solution. • Uses all information gathered to identify the best solution to solve the problem, consulting with others as required but owning the problem until resolved.

Quality decisions	<ul style="list-style-type: none"> • Makes good decisions based upon a mixture of analysis, wisdom, experience, and judgement. • Sought out by others for advice and solutions.
Quality of work output	<ul style="list-style-type: none"> • Delivers quality work to the highest (or better) standard expected. • Work produced is almost error free with little need for work to be re done.
Working autonomously	<ul style="list-style-type: none"> • In most situations is able to perform to expected standards with little support / guidance. • An independent, self-starter. • Anticipates work to be done without having to be told. The work identified is the right work and is completed in the correct way. • Resilience when faced with obstacles.

Experience/Qualifications

- ▶ Recruitment team experience within an organisation is essential
- ▶ Knowledge and understanding of / empathy for the people we support
- ▶ Current, Full NZ Drivers Licence.

Job Specific Knowledge and Skills:

- ▶ Experience in a recruitment function within a People and Culture or HR team is required
- ▶ Experience providing recruitment advice to managers across an organisation
- ▶ Understanding of recruitment and talent sourcing principles and practices
- ▶ Strong client service ethos
- ▶ Demonstrated ability to build credibility with senior leaders and managers
- ▶ Ability to work under pressure and manage ambiguity and complexity
- ▶ Demonstrated commitment to the principles of the Treaty of Waitangi and te Ao Māori
- ▶ Successful demonstration of promoting diversity and inclusion in the workplace

Acknowledgement

The information contained in this job description is intended to describe the nature and level of work to be performed. This is not considered an exhaustive list of all the responsibilities, duties or skills required in the role. Duties may change following discussion with the role holder.

Employee Acknowledgement

I confirm that I have received, read, and understood the job description for my role. I understand the responsibilities, expectations, and requirements outlined, and I have had the opportunity to ask questions about any parts that needed clarification.

Employee Name: _____

Signature: _____

Date: _____