

People Operations Coordinator

Reports to:	National Manager – People Operations and Systems	Position Status:	Permanent
Unit:	People and Transformation	Location:	Auckland or Avalon
Direct Reports:	Nil	Budget & Delegated Authority:	Refer to Delegated Financial Authority Policy
		Date:	August 2026

Role Purpose

The People Operations Coordinator supports the effective delivery of people operations by providing professional administrative support across all operational People and Transformation (P&T) processes. The role helps ensure the smooth running of People Operations activities, supporting the HR Business Partners and National P&T Managers and working closely with the payroll team. The role also supports leaders across the business with core processes, initiatives and projects that enhance organisational capability. As a key point of contact for staff enquiries, the People Operations Coordinator provides a positive service experience and works collaboratively and flexibly to meet team priorities and ensure continuity of service across the function.

Position Priorities and Responsibilities

Recruitment

- Ensure correct approvals for recruitment are in place.
- Review draft Advertisements and Position Descriptions to ensure they comply with Earth Sciences New Zealand standard formats.
- Load advertisements on relevant platforms including SEEK.
- Support managers and hiring panels by responding to queries and ensuring adherence to our recruitment process, including candidate care.
- Act as our recruitment system champion, providing support and coaching to regional operations support users and hiring managers.
- Respond to communication received from potential candidates.
- Conduct pre-employment checks including immigration, qualifications, driver's license, Ministry of Justice and Credit history.
- Complete Immigration New Zealand Accreditation renewals, AEWV job checks and any other required immigration procedures.
- Provide relocation information to new employees and relocation providers as required.
- Prepare accurate offers of employment and on-boarding documentation and manage the workflow to ensure completion.

P&T Administration

- Manage on-boarding for all new employees to ensure stakeholders are aware and tasks actioned.
- Maintain accurate and up-to-date staff information in the payroll and HCM platforms.
- Respond to manager and employee queries on entitlements, conditions of employment and benefits. Refer any complex queries on.
- Generate P&T-related letters as required including employment variations, LWOP applications, parental leave, certificates of service and long service.
- Review expiry dates and renewals of variations and allowances and action accordingly.
- Report on leave and TOIL balances.
- Manage the off-boarding process.
- Ensure all P&T documents are filed accurately on employee files with adherence to the Public Records Act.
- Administrator for team SharePoint site.
- Support the maintenance, communication and implementation of P&T policies to ensure consistency, clarity and compliance across the organisation.

Support for P&T Managers

Provide support for annual people processes e.g.:

- Salary and performance reviews
- Annual Disclosure and Declaration process
- Internal promotions process
- Staff benefits including insurance
- Staff Recognition Programmes
- Annual policy reviews

Reporting

Support the People Analytics and Remuneration Specialist with reporting e.g.:

- Headcount/FTE reports
- Recruitment data
- Staff benefits data
- Pan-PRO HR metrics
- Leave reporting and reminders
- Parliamentary and Select Committee questions

Payroll

- Liaise with the payroll team for new employees, terminations and changes, entering data as required into the payroll platform and / or HCM.
- Provide information as required for Internal and External Audit.

Projects

- Support P&T projects as a team member, and by providing administrative support.

Health and Safety

- Take all practicable steps to ensure own safety at work (including using suitable personal protective equipment)
- Ensure that no action or inaction while at work causes harm to any other person
- Accurately report and record all incidents and accidents
- Undertake Health and Safety training and other specific safety training relevant to your work.

Responsibilities of all Employees

- Comply with all Earth Sciences New Zealand policies, procedures and frameworks, and act in line with the organisational values.
- Contribute to our healthy and safe workplace by following HSW expectations outlined in and integrated into our operational practises and HSW frameworks, including undertaking HSW training and participating in health-monitoring programmes relevant to your work.
- Work effectively as a team member by fostering good relationships and supporting others, providing coverage of other functions as required and ensuring workloads are evenly spread.
- Have the flexibility to adapt and develop as the organisation and its environment evolves.

Key Working Relationships

Internal	External
• Wider P&T Team • Operations, Group and Support Managers • IT/Finance	• Providers of pre-employment checks • Recruitment Platforms and Agencies • Providers of staff benefits

Person Specification

Qualifications and Experience

Essential

- A relevant tertiary qualification in Human Resources or a related field is desirable.
- Previous experience in a similar HR Coordinator role, preferably in a larger organisation.

Skills, Knowledge and Attributes

- Strong coordination and administrative capability, with the ability to manage multiple priorities and meet deadlines.
- High level of accuracy and attention to detail when working with people data and documentation.
- Clear, professional written and verbal communication skills, with the ability to engage effectively with all stakeholders.
- Sound understanding of core people operations processes across the employee lifecycle.
- Ability to use HR information systems, payroll systems, and Microsoft 365 tools effectively.
- Strong organisational and time management skills, with a proactive and structured approach.

- Commitment to confidentiality, discretion, and ethical handling of sensitive information.
- Collaborative, service focused approach.
- Adaptable, resilient, and solution oriented, with a positive response to change and competing demands.