



JOB DESCRIPTION

POSITION TITLE	People and Experience Coordinator
LOCATION	Taradale Masonic Rest Home & Continuing Care
REPORTS TO	People & Culture Manager
DIRECT REPORTS	Nil
LAST UPDATE	October 2025

OUR VALUES – What we hold most dear

Embrace life & living – people, community, culture, difference, with fun, humour & positive energy.

Accept & respect choice – with openness and sensitivity, of individuality and individual needs, because we are stronger together.

Act with a service heart – with aroha, care and kindness for our residents, their families, our communities and each other.

PURPOSE

The People Experience Coordinator is responsible for supporting our people-related systems, processes, and experiences – from recruitment through to offboarding.

This position provides practical HR administration, coordination and recruitment support, ensures compliance and documentation is well managed, and helps bring our people initiatives to life.

With a strong understanding of HR systems and a people-first mindset, the People Experience Coordinator supports staff and managers through our shift from paper to digital tools, offering hands-on guidance and regular presence across both facilities. This role is vital to building confidence in new processes and helping every team member feel supported, informed, and valued.

KEY OBJECTIVES

- Maintain accurate and up-to-date employee files and HR records using electronic document management systems, in line with internal policies, employment legislation, and health and safety requirements.

- Support end-to-end recruitment activities, including job advertising, candidate screening, pre-employment checks and onboarding, to ensure a positive, efficient experience that reflects NDMT's values.
- Act as a friendly, helpful point of contact for staff, responding to people-related queries and providing support across areas such as technology support, benefits, scholarship programmes, training and development, wellbeing initiatives, and performance reviews.
- Assist in maintaining and updating HR policies and procedures, managing document control processes, and facilitating policy reviews to ensure policies remain relevant and well understood.
- Contribute to the delivery and improvement of HR processes and systems, supporting the shift to digital tools and ensuring all systems are user-friendly, inclusive, and compliant.
- Effectively support and coordinate continuous improvement initiatives like employee engagement surveys, communication systems, HR systems training.

KEY RESPONSIBILITIES

KEY TASKS	PERFORMANCE OUTCOMES
People Experience Support	Attract • Provide administrative support for advertising job vacancies, ensuring attractive and engaging adverts with our company branding consistently and professionally displayed. • Monitor the application process to ensure it is user-friendly, inclusive and aligned with our values - recommending improvements based on candidate feedback and best practices. Recruit • Complete candidate screening activities as appropriate, ensuring shortlists are accurately aligned to role requirements. • Support the coordination of interviews, reference checks, and pre-employment requirements. • Draft offer letters, employment agreements, and other relevant documents for new hires, ensuring they are clear, legally compliant and people focused. • Complete and track required pre-employment checks, including police vetting, visa verification, and qualification checks, ensuring all documentation is accurate and compliant. Onboard • Coordinate and deliver a smooth, welcoming onboarding experience for new employees, including HR system access, orientation activities, key checklists, welcoming induction, HR process training and an introduction to essential health and safety information. • Create and maintain accurate employee files using our electronic document management system, ensuring they are kept up to date throughout employment and appropriately closed upon departure. • Ensure required documents and training are completed and recorded for new starters. • Be a friendly and available point of contact for new staff during their settling-in period. Develop • Support staff to confidently navigate key HR systems (eg, online learning, performance reviews, onboarding tasks, communications software), offering practical, in-person guidance and troubleshooting.

	• Support the Education Coordinator with administrative tasks related to training and development, as appropriate. • Actively seek opportunities to improve HR processes and systems, ensuring they are people-focused, culturally responsive, and aligned with our organisation's values. • Support the ongoing review, updating, and document control of HR policies and procedures, ensuring versions are current and accessible via the document management system. • Coordinate the sharing of draft policies with relevant stakeholders to gather feedback before final approval. Retain • Coordinate and help deliver employee engagement initiatives, such as birthday acknowledgements, staff incentives, and Employee of the Month recognition. • Support the rollout and everyday use of automated HR processes, providing clear, accessible training and guidance to staff and managers to build confidence and consistency. • Build and maintain strong, positive relationships with staff and managers, being a visible and approachable point of contact, supporting staff through change, system rollouts, and daily HR processes. Offboard • Provide administrative support for exit processes, including documentation, system updates, and farewell acknowledgements as appropriate. • Support the gathering of feedback through exit interviews or surveys and contribute ideas to improve retention and onboarding.
HR Administration	• Provide general HR administration support, including drafting letters, memos, and other documentation as required. • Scan, file, and manage employee documents using the electronic document management system. • Assist in maintaining, updating, and managing document control for HR policies, procedures, and the staff handbook, ensuring all documents are current, relevant, and accessible. • Manage employee data accurately and securely within HR systems, maintaining confidentiality and compliance with privacy regulations. • Provide administrative and coordination support for HR and people-related projects as required. • Provide administrative support for the staff and secondary school scholarship programmes, including coordinating communications, documentation, and application processes. • Participate in staff events and initiatives to foster engagement and visibility across the team. • Coordinate and support staff wellbeing and culture-focused initiatives, such as, Te Wiki o te Reo Māori, NZ Sign Language Week, and International Cultures Day.
Relationship Management	• Build and maintain professional and effective relationships with key internal and external people and contacts across all levels across the organisation eg, residents and their whānau, GPs, allied health professionals, contractors, suppliers etc to ensure effective communication and the smooth operations of the services NDMT provides.
Health and Safety	• Demonstrate a clear understanding of Health & Safety requirements including reporting of any identified safety hazards, near misses, incidents and accidents.

	• Demonstrate knowledge and understanding of NDMT emergency procedures including emergency evacuation procedures and civil defence emergency procedures (if applicable). • Support and adhere to all health and safety policies, procedures and systems that promote the health, safety and wellbeing of all people who work in, live in and access NDMT. • Ensure the appropriate use of Personal Protective Equipment (PPE) as required for specific tasks or work environments and ensure compliance with PPE protocols to maintain personal and team safety.
Cultural Awareness	• Participate in ongoing training and development provided to enhance knowledge and understanding of cultural awareness, ensuring respectful and inclusive practices that recognise and honour the diverse cultural backgrounds and preferences of all residents and colleagues. • Actively engage in and promote the principles of Te Tiriti o Waitangi in all interactions and decision-making processes. • Ensure all services provided to residents are spiritually and culturally appropriate by maintaining awareness of the principles of Te Tiriti o Waitangi, respecting tikanga Māori (Māori customs and protocols), and applying these cultural understandings in everyday interactions and professional settings. • Recognise the importance of the Pacific culture, language faith and family values and support NDMT to foster an inclusive environment by embracing and integrating Pacific Island cultural values, customs, and worldviews.
Professional Development	• Participate in all NDMT required training programmes. • Maintain up to date knowledge with relevant legislation, best practice activities, procedural and policy developments. • Maintain professional standards through self-development and attendance at appropriate courses.
Confidentiality	• Maintain strict confidentiality at all times including compliance with the Privacy Act 2020 and all related organisational policies.
General	• Treat all residents, their families/whānau, friends, representatives and staff with respect at all times. • Positively promote the reputation of the NDMT at all times. • Carry out any other additional duties as may be reasonably required from time to time.

PERSON SPECIFICATION

Qualifications

- A relevant qualification in human resources, business administration, or similar, or appropriate relevant experience.

Skills, Experience and Attributes

- Experience in an administrative or HR support role, ideally within a multi-site or people-focused environment.
- Computer literacy and competence using Microsoft applications (SharePoint, Excel, Word, Outlook).
- Confident using digital systems, with the ability to quickly learn and support others in using HRIS (*Ready Workforce preferred*), learning platforms, and document management systems.
- Previous work experience in aged care sector (*preferred*).
- Have an awareness of employment legislation and HR processes, with a willingness to learn and grow in this area.

- Experience supporting others to learn new digital systems, with the confidence to guide adult learners through change and new processes.
- Honest, reliable, caring and displays patience and empathy.
- Ability to communicate well with others.
- Work effectively as part of a team as well as independently.
- High level of discretion and privacy dealing with sensitive and confidential information.
- Be well organised, flexible and industrious.
- Demonstrate a positive attitude and sense of humour.
- Able to build positive relationships with colleagues, residents and their whānau.