

HR Services Action Plan 2019

Key Actions to Achieve Priorities

Unitec Priority	Team Priority	Actions required to achieve
Success of all students, with a focus on priority groups (Māori, Pacific, Under 25, International) and the communities we serve (West, Central & North Auckland)	<i>Building strong partnering relationships across the People & Infrastructure team and the wider Unitec organisation to enable the success of all students</i>	<ul style="list-style-type: none"> • <i>Monthly catch-ups with payroll team and recruitment teams to go through any topics for discussion, pain points, new processes etc.</i> • <i>Classroom visits</i> <ul style="list-style-type: none"> – <i>Each of us will attend 1 class per quarter or on job with enrolments or student services</i> • <i>Shadowing HRBP's (Sonia, Nicolette and Vic)</i> <ul style="list-style-type: none"> – <i>In non peak times we will shadow in accordance with our individual ADEP plans.</i> • <i>Shadowing and working with IMS and Payroll (Ada)</i> <ul style="list-style-type: none"> – <i>In non peak times we will shadow in accordance with our individual ADEP plans.</i> • <i>Keeping up to date with notices and news on the nest and participating in 'All Staff' activities</i> <ul style="list-style-type: none"> – <i>As and when required.</i>
Quality learning, teaching and applied research to develop work-ready graduates and lifelong learners	<i>Robust systems and processes to ensure ultimate efficiency and timely delivery of operational services</i>	<ul style="list-style-type: none"> • <i>Continuously identifying areas for process improvement</i> <ul style="list-style-type: none"> – <i>Template refinement e.g. removing signatures from allowance letters.</i> – <i>Update offer letters to include Te Reo Māori</i> • <i>Clear and concise process documentation</i> <ul style="list-style-type: none"> – <i>All internal processes mapped with clear ownership outlined (HR Ops Guide) by December 2019</i> • <i>Ensure service level agreements are adhered to or exceeded</i> <ul style="list-style-type: none"> – <i>Requests (AskHR, emails and Analyst requests) are actioned by close of business the following day (during off peak times) and close of business 2 days following (peak times)</i> – <i>Peoplesoft testing completed 2-3 days following request</i>

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Engaged and inspired staff, equipped with the capabilities to support and deliver best learning	<i>Commitment to positively influence our customers in order to build staff capability</i>	<ul style="list-style-type: none"> • <i>Seek and understand changes to employment legislation which relates to and impacts HR Services processes</i> <ul style="list-style-type: none"> – <i>Implement 2019 changes prior to them occurring, 1 April, 1 July etc.</i> • <i>Customer Service questionnaire</i> • <i>Effective and efficient communication with our customers around our systems and processes</i> <ul style="list-style-type: none"> – <i>AskHR forms and process</i> – <i>Peoplesoft</i> – <i>leave process</i> – <i>union membership</i>
A financially sustainable business to invest in the future	<i>Working smarter for continuous improvement and financial sustainability</i>	<ul style="list-style-type: none"> • <i>Identify areas in processes and systems which can be more cost and time effective (i.e. electronic filing)</i> <ul style="list-style-type: none"> – <i>Reduce paperwork to minimise printed documents By August 2019, Askhr's and additional approval emails will be saved to H drive and no longer printed.</i> – <i>Filing in one central location with Payroll, weekly/fortnightly filing completed by both teams.</i> • <i>Consideration for necessity of all expenses</i> <ul style="list-style-type: none"> – <i>Printing at copy centre, ask for price options before confirming job (i.e. 30 or 100 copies more cost effective)</i> – <i>Stationary orders, do we already have what is requested</i>