



Tango Tutara O Te Ture
(Ministry of Justice)
GOVERNMENT OF THE COOK ISLANDS
PO Box 111 Rarotonga Cook Islands Phone (682) 29410 Fax (682) 28610
www.justice.gov.ck

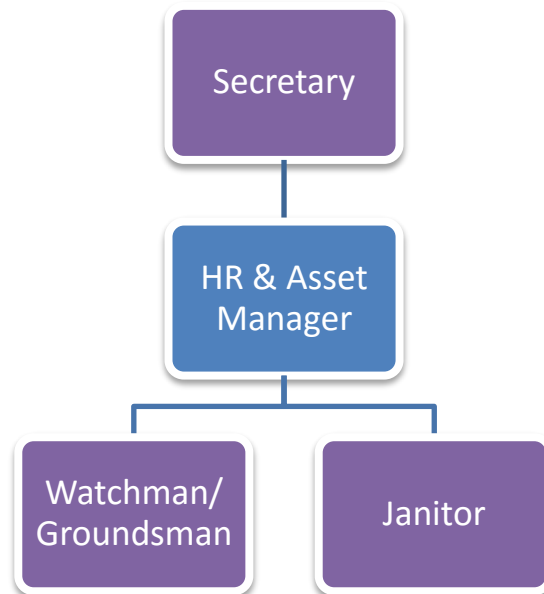
POSITION SUMMARY

Job Title:	HR & Asset Manager
Division:	Corporate Services
Responsible To:	Secretary
Responsible For:	2
Job Purpose:	<p>The role of the HR & Asset Manager is to oversee the human resource planning, training, and development, and asset management of the Ministry of Justice and provide advice and support on operational matters. This is a leadership role requiring specialized skills and knowledge in human resource management, asset management, training and personnel development, conflict resolution, risk management, and workforce and workplace planning.</p> <p>The position must work at a high level of competence in human resource and asset management principles to guide the Ministry in the provision of court, land, and registry services to the public in an environment moving towards greater use of available technology.</p>
Job Classification:	Function: Leadership, Technical and Service delivery Job band: J Jobwise Code: L7 – Section Leader
Date updated:	April 2019

AGENCY VISION

“For a **safe, secure, just** and **fair** society with a **trusted** land management and information and register systems”

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>1. Policy Development and Advice</p> <ul style="list-style-type: none"> • Lead in development and implementation of human resource policies for Ministry of Justice in accordance with PSC requirements, applicable standards, best practices, and values of the public service and Ministry. • Provide timely advice to Secretary and senior management to facilitate sound management decision making and develop innovative solutions to achieve Ministry plans' (including Business Plan and Strategic Plan) goals within budget. • Provide timely advice and information to Secretary and senior management when requested, and when there are changes in Ministry operations or applicable legislation, regulations, and government policy that impact on Ministry resources and functions. • Provide key human resource and asset management support and input into Ministry-wide planning and operational processes. • Develop and implement Ministry policy and plans relating to training and development, performance management, asset management and workplace health, safety, and security. • Develop and implement a grievance policy and process to allow for conflict resolution. 	<ul style="list-style-type: none"> • Ministry policies and procedures updated and consistent with legislative and regulatory requirements, best practices, and values. • Timely completion of Business Plan and Budget and proper allocation of resources towards personnel related expenditures to achieve Ministry Plans' goals within Ministry budget. • Accurate advice and information is provided. • Ministry planning and procedure documents are timely reviewed, updated, and completed, including the following: <ul style="list-style-type: none"> a) Strategic Plan. b) Business Plan. c) Workforce Plan. d) Performance Management Plan. e) Training and Development Plan. f) Communications Plan. g) Disaster Risk Management Plan. h) Restructure Plan (when applicable). i) Ministry manuals. • A grievance policy and process is established and

<p>2. Asset Management</p> <ul style="list-style-type: none"> • Manage the delivery of cleaning, repair, and maintenance services to, and proper furnishing and resourcing of, Ministry facilities, offices and grounds, including Ministry offices in the Pa Enea. • Coordinate the acquisition, documentation, storage, maintenance, use, and disposal of Ministry assets within MFEM, PSC, PERCA, and Ministry policies. • Ensure office grounds, bathroom and kitchen facilities, entrances and exits, workspace, and public areas are clean, presentable, and safe for use. • Ensure offices and document storage locations are kept secure, including ensuring only authorized staff have appropriate access to approved areas, and deploying surveillance equipment and security lighting where appropriate. • Manage and monitor the use of all Ministry motor vehicles by staff within Ministry policy. • Ensure Ministry offices have adequate resources to deliver Ministry services, including stationary, stock, furniture, and equipment. • Coordinate the negotiation of rates and costs of goods and services from local and international service providers with Finance Manager. 	<p>related staff training provided.</p> <ul style="list-style-type: none"> • Ministry offices are properly resourced and furnished, and regularly cleaned, repaired, and maintained. • Regular stocktake is done and Fixed Asset Register is updated. • Records of all assets are kept and there are no breaches in policies and procedures. • Offices are cleaned daily and are presentable and safe for use by staff and public. • Appropriate security is installed for Ministry offices and document storage locations. • Motor vehicles are maintained with proper registration and warrant of fitness, and vehicle use is recorded and access provided only where authorized within Ministry policy. • Develop and implement an asset and resource management system and monitors resources and forecasts maintenance and replacement costs. • MFEM purchasing policies are followed.
<p>3. Human Resource Management</p> <ul style="list-style-type: none"> • Manage and supervise assigned staff (including the Janitor and Watchman/ Groundsman) in accordance with applicable plans and policies, including performance management plans and agreements. • Lead in the development, implementation, and updating of the Ministry performance management plan, training and development plan, workforce plan, and any restructure plan. • Implement the Ministry business plan, strategic plan, disaster risk management plan, and communications plan, PSC policies, and other plans, policies, and procedures endorsed by the Secretary. • Coordinate the development of Ministry procedure manuals. • Facilitate and manage Ministry staff leave applications and timesheets in accordance with applicable policies. 	<ul style="list-style-type: none"> • Supervised staff are aware of applicable policies and have current performance management agreements. • Ministry performance management plan, training and development plan, workforce plan, and any restructure plan are completed and periodically reviewed and updated. • Ministry plans are in place, supported, and staff are trained on plans, and applicable policies and procedures. • All Ministry staff of performance management agreements in place and regularly updated.

<ul style="list-style-type: none"> • Develop, implement, coordinate and maintain regular training schedules for all Ministry staff. • Lead in the organizing, coordination, and logistical support of all Ministry led and staff related events and activities. • Inform and consult with Secretary any management issues or work related conflicts. • Support the Secretary and senior management in investigating and resolving work related conflicts. • Ensure responsibilities of supervised staff are fulfilled in their absence or vacancy. • Ensure confidential staff information is kept secure, and staff employment files are updated. 	<ul style="list-style-type: none"> • All Ministry staff have individual training and development plans in place and regularly updated. • Procedure manuals and documentation are developed, accessible, and regularly updated for each division and function of the Ministry. • Staff leave is managed within applicable policy and Secretary and senior management are daily notified of all staff leave status. • Staff timesheets are timely submitted to MFEM. • Ministry led and staff related events and activities are timely organized within set parameters. • Secretary and senior management are provided with accurate and relevant information and management support to resolve work related issues. • Responsibilities and duties of supervised staff are met and managed during staff absence or vacancy. • Staff employment files are regularly updated and kept secure in locked filing cabinets or electronic format. • Contracted staff have current contracts. • Where Pa Enea staff also regularly provide services to other Ministries or Agencies, appropriate agreements and MOUs are in place.
<p>4. Reporting and Consultation</p> <ul style="list-style-type: none"> • Manage compliance of all reporting requirements under the MFEM Act and policies, PERCA, PSC, CINSF, Audit, and Ministry in regards to employment (e.g. hiring, adjustment of employment, investigations, termination). • Support the preparation of Ministry reporting, including the compilation and timely submission of monthly variance reports and 	<ul style="list-style-type: none"> • All reporting requirements in relation to employment are timely completed. • Monthly Variance Reports and Annual Reports are timely completed and submitted within MFEM timeframes.

<p>annual reports to the Secretary for signing off and final submission to MFEM.</p> <ul style="list-style-type: none"> • Monitor the status of offices (including Pa Enuā) assets and resourcing needs and provide regular reports to Secretary and relevant senior management to inform management decisions making and budget preparation and allocation. • Assist in interfacing with auditors and meeting audit requirements related to staff and asset management. • Oversee reporting to and coordination with CIIC and service providers in arranging for building repair and maintenance of Ministry offices. 	<ul style="list-style-type: none"> • Reports on assets and resourcing needs are regularly and timely provided. • An improved annual audit and management report result. • Building repair and maintenance is planned and coordinated so as to minimize interruption with the provision of Ministry services.
<p>5. Customer Service and Risk Management</p> <ul style="list-style-type: none"> • Respond to human resource and asset management related enquiries. • Respond to requests under the Official Information Act, in consultation with Secretary. • Manage and respond to workplace and staff related grievances, in consultation with the Secretary. • Develop and implement quality monitoring and assurance mechanisms of Ministry services with regular reports to Secretary. • Incorporate succession planning into the development and implementation of staff training and procedure manuals to mitigate human resource issues. • Ensure the provision to all staff of regular customer service training and disaster risk management training. 	<ul style="list-style-type: none"> • Timely respond to enquiries (including phone and email) within set parameters. • Customer Satisfaction. • Grievances are successfully resolved. • Regular quality assurance reports are provided to Secretary within agreed parameters. • Staff training and development and procedure manuals develop a culture of information sharing and properly capture Ministry processes. • Customer service training and disaster risk management training is regularly provided to all Ministry staff. • Performance management agreement targets are met.
<p>6. Systems Development</p> <ul style="list-style-type: none"> • Develop and implement IT systems that improve work efficiency and effectiveness and expand Ministry capabilities (e.g. implementing a task management system) related to human resource and asset management. • Develop and implement appropriate Ministry human resource and asset management policies and procedures consistent with any changes to PSC policy or any new applicable legislation, regulation, or cabinet directives. • Assist in identifying and securing alternative sources of funding in consultation with Secretary. 	<ul style="list-style-type: none"> • IT solutions are identified, scoped, and implemented where approved by the Secretary and where resources are available. • Robust human resource and asset management policies and procedures are in place and regularly updated. • Documents prepared with accurate operational information to support funding proposals.

<ul style="list-style-type: none"> • Undertake feasibility studies at the direction of the Secretary and report on the viability of proposed initiatives. • Undertake any project or task assigned by the Secretary that is reasonably expected to support the Ministry. 	<ul style="list-style-type: none"> • Feasibility Studies are provided within agreed parameters. • Projects and tasks are completed within agreed parameters.
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WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Conducting effective and quality performance management reviews and assessments for all staff, including staff in the Pa Enea.
2	Working with Outer Islands and ensuring Pa Enea staff are adhering to Ministry policies and performance management agreements.
3	Implementing a Training and Development Plan across the Ministry and individually tailored to each staff, including staff in the Pa Enea.
4	Investigating and resolving work related conflicts according to PSC and Ministry policy, while minimizing any negative impact on work productivity.

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (*Explain the authority if any*)

Financial	None
Staff	Supervisory responsibility for two staff, and oversight on training, development, and performance management on all staff (60+ staff)
Contractual	None

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. (*List the external and internal types of functional relationships*)

Internal	Nature of Contact	External	Nature of Contact
Secretary of Justice	Heavy: Providing human resource and asset management advice, analysis, and reports. Developing budget, annual reports, and other Ministry plans. Leading development and implementation of Ministry performance management and training and development plans	Service Providers	Routine: Arranges for asset acquisitions, and repair, maintenance, and cleaning services, in consultation with the Finance Manager and Secretary.
Janitor, and Watchman/ Groundsman	Heavy: Supervises, trains, and coordinates regular cleaning, repair, and maintenance of facilities, assets, grounds and workspace within available resources. Ensures responsibilities are fulfilled in their absence.	PSC, CINSF, MFEM.	Routine: Coordinates HRM documentation in relation to staff employment, investigation or dispute resolution process, leave and remuneration entitlements.
		Crown Law Office, Ombudsman Office	Minimal: Legal and process advice relating to human resource management and dispute resolution.
			Minimal:

Judges, Justices of the Peace, Coroner, board and tribunal members	Light: Provides logistical advice and support when necessary.	Mediation service providers	Arranging for mediation of conflicts where appropriate.
Registrars, Deputy Registrars, Chief Surveyor	Heavy: Provides human resource and asset management advice, monitors, maintains, and coordinates division use of Ministry assets and resources.	Lawyers and General public	Minimal: Responds to general enquiries, provides advice, and facilitates OIA requests in consultation with Secretary.
Pa Enea office staff and Island governments	Medium: Ensures Pa Enea staff are adhering to Ministry policies and performance management agreements in consultation with Outer Island governments.		
All Ministry staff	Heavy: Investigates and resolves staff work related issues. Provides HR advice. Monitors, maintains, and coordinates staff use of Ministry assets and resources.		

QUALIFICATIONS

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> A bachelor's degree in human resource management, political science, or business management. 	<ul style="list-style-type: none"> Post-graduate qualifications in human resource management, public personnel management, or conflict resolution.

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
9 – 10 years of work experience in advanced human resource management or asset management role, 5 of which involves supervision of other staff engaged in human resource management or asset management roles.	10 – 12 years of work experience in advanced human resource management or asset management role, 10 of which involves supervision of other staff engaged in human resource management or asset management roles.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • Keen understanding of PSC policies in regards to human resource management and planning. • Understanding of MFEM, PERCA, and Audit policies and requirements relating to asset management (including acquisition, maintenance, and disposal). • Sets clear expectations, monitors and evaluates performance. • Proven ability in collating factual information and producing reports. • Understands Ministry of Justice policies and procedures, role and functions, and committed to public service. • Ability to develop and implement policy and guidelines. • Communicates with clarity and vision, actively listens to others and responds with respect. • Takes ownership and acknowledges important outcomes of decisions. • Ability to negotiate and solve problems quickly. • Ability to coordinate training and development programs and performance management across the Ministry. • Highly developed written and oral communication skills, preferably both English and Maori.
Advanced	<ul style="list-style-type: none"> • Thorough understanding of public sector challenges through informed analysis. • Knowledge of Microsoft Office suite (Word, Excel, Powerpoint, Access). • Models high level of accuracy, professionalism, and dedication to high performance and ethical behaviour. • Ability to work in harmony with conflicting perspectives and diverse activities in a large organization. • Proven ability to manage people. • Ability to work both independently and cooperatively. • Exemplifies integrity and has the ability to handle confidential and sensitive information.
Working	<ul style="list-style-type: none"> • Knowledge of the Official Information Act 2008. • Knowledge of workplace health, safety and security best practices. • Knowledge of Microsoft Windows operating system interface and basic IT troubleshooting. • Average computer typing speed of at least 36 words per minute. • Engages staff to gather ideas and input to improve systems, procedures, plans, and build staff cohesion. • Adapts plans and strategies to achieve priority outcomes and respond flexibly to changing circumstances. • Able to think on one's feet and has a sound sense of judgement. • Identifies opportunities for innovation and improvement. • Knowledge of the Cook Islands culture, language, protocol and history for engagement, including safe appropriate communication.
Awareness	<ul style="list-style-type: none"> • Familiarity with legislation enabling services provided through the Ministry of Justice. • Knowledge of IT systems that support efficient work productivity in a complex organization.

	<ul style="list-style-type: none"> • Knowledge of Ombudsman office and mediation services in the community and alternative dispute resolution. • Understands the workings of government. • Recognises the boundaries between politics, governance and management and acts accordingly. • Applies understanding of the unique and special nature of the Cook Islands to decisions and actions.
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CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date