

The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION
HR Administrator (Digital HR Operations)

Reports to:	Associate Director – Organisational Development (interim)
Division:	People & Capability
Tenure:	Permanent
Location:	Hamilton
Date:	August 2026

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

People & Capability partners with the University to build an engaged, capable workforce and a high-performing culture. We enable leaders and teams through modern HR systems and services, organisational development, and workforce practices that are fair, efficient and aligned to the University's strategy.

2. POSITION PURPOSE

The HR Administrator (Digital HR Operations) is a future-focused role that supports the delivery of efficient, system-enabled HR services through strong use of Oracle Cloud HCM, a continuous improvement mindset, and a commitment to simplifying how work gets done across the University.

This role is not a traditional HR administration position. While some transactional activity will remain during transition, the primary purpose of the role is to help reduce manual effort, improve process flow, and increase self-service uptake by managers and staff.

This role is best described as a digital-first HR operations professional with a strong understanding of end-to-end HR processes. The role combines confident system use with curiosity about how work flows across the organisation, embracing technological changes (including AI) and a willingness to challenge legacy practices.

3. FUNCTIONAL RELATIONSHIPS

Internal:	Director People and Capability HR Business Partners Payroll Talent Acquisition team HR Systems Administrator People Leaders across the University
External:	Candidates External providers e.g. Oracle service provider

4. KEY RESPONSIBILITIES

- Provide HR operational support using Oracle Cloud HCM, with a strong emphasis on correct system use and self-service.
- Process HR transactions where automation or self-service is not yet available, with an explicit expectation that this work reduces over time.
- Identify opportunities to streamline, automate, or eliminate manual HR processes and rework.
- Work closely with the HR Systems Administrator to raise system improvement ideas, test changes, and embed new ways of working.
- Support managers and staff to use self-service effectively by providing clear guidance and practical support.
- Contribute to the development and maintenance of system guides, job aids, and process documentation.
- Participate in improvement initiatives focused on recruitment, onboarding, position management, and core HR processes (including honorary appointments, staff concession fees, study leave etc).
- Support peak activity periods in a way that aligns with standardised, system-led processes.

Team Contribution

- Work effectively as a member of the People & Capability team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.

- Comply with and undertake responsibilities set out in the University's Health and Safety Policy

Continuous Improvement

- Actively contribute to the ongoing development and improvement of Oracle (HCM) systems and processes.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The HR Administrator (Digital HR Operations) will be performing satisfactorily when:

- There is a clear and tangible reduced reliance on manual processing and rework.
- Increased uptake and effective use of manager and employee self-service.
- Evidence of contribution to measurable process improvements and simplification.
- Positive feedback from HR colleagues and managers on clarity and usability of HR processes.
- Demonstrated growth in system capability and confidence.
- Interactions in the course of performing duties are conducted professionally, respectfully and collaboratively.
- Valuable contribution and participation in relevant meetings and/or projects is provided.
- Advice provided complies is consistent with agreed practices and professional standards, University policies and procedures and supports the University's strategic objectives.
- Safe and healthy work practices are followed that comply with University policies and procedures, relevant work standards and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- Relevant Diploma or similar qualification

Desirable

- Degree in HR or a relevant business discipline

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Significant relevant work experience in an HR environment.
- Strong digital literacy and confidence working in enterprise systems such as Oracle Cloud HCM.
- Ability to understand how HR processes operate end-to-end and how system design impacts user experience.
- Curiosity and willingness to question established practices.
- Comfort working with data, reports, dashboards, and process maps.
- Ability to work collaboratively with HR colleagues, Payroll, and HR Business Partners.
- A learning mindset and openness to change.
- Strong communication, negotiation and problem solving skills
- Demonstrated ability and/or willingness to use AI-enabled tools appropriately to support efficient, high-quality work, with sound judgement and attention to confidentiality and accuracy
- Demonstrated ability to navigate complex environments to achieve the desired outcomes
- Intermediate Microsoft Office skills, including Word, Excel and PowerPoint
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- Experience using Oracle HCM or other HRIS to improve efficiencies in HR processes

PERSONAL QUALITIES

- Consultative, inclusive and adaptable to successfully engage with a diverse range of stakeholders and at all levels of the organisation.
- A demonstrated commitment to challenge the status-quo and drive continuous improvements.
- Strong technical ability with systems and processes
- Collaborative team player that develops positive working relationships with colleagues and stakeholders/users
- Ability to monitor multiple tasks, prioritise and maintain progress.
- Commitment to diversity principles and the University's partnership with Māori as intended by the Treaty of Waitangi.