

POSITION DESCRIPTION

HR Assistant

Reports to:	Associate Director Organisational Development
Division:	People and Capability
Tenure:	Full-time (37.5 hours per week)
Location:	Hamilton
Date:	October 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

The People and Capability division delivers high quality, responsive and professional people services across the University. This includes human resource operations, talent acquisition, organisational development, and health, safety and wellbeing.

The team works proactively with leaders and staff to support the full employee lifecycle, ensuring people practices align with University strategy, policy, and values.

2. POSITION PURPOSE

The purpose of this role is to provide integrated HR and talent acquisition administrative support across the University. The role combines first level HR service delivery, recruitment administration, and operational support, ensuring a high-quality experience for candidates, employees, and hiring managers.

The HR Assistant is a core member of the HR Administration team and works closely with Talent Acquisition, HR Business Partners, Payroll, and other People and Capability colleagues. The role contributes to efficient workflows, continuous improvement, and positive working relationships across the University.

3. FUNCTIONAL RELATIONSHIPS

Internal:

- Associate Director Organisational Development
- Talent Acquisition
- HR Business Partners
- Payroll and HR Administration staff
- Organisational Development
- Safety and Wellbeing
- University managers and staff

External:

- Job applicants
- Service providers and agencies
- General public

4. KEY RESPONSIBILITIES

HR Helpdesk and First Level Support

- Act as a first point of contact for HR enquiries via helpdesk email and ticketing systems.
- Triage and respond to queries, providing accurate and timely guidance on HR systems, processes, and policies.
- Escalate complex matters to appropriate team members when required.
- Promote and support the use of self-service tools and contribute to the development of self-service content.

HR Administration Support

- Prepare and maintain employee records and data within HR systems.
- Support payroll related administrative tasks, including data entry and processing.
- Respond to enquiries from managers, employees, applicants and external stakeholders.
- Provide additional resourcing to across People and Capability team during busy periods, leave cover, or for specific projects.
- Support the preparation of employment offers and contracts in accordance with approved processes.

Talent Acquisition Support

- Provide end to end talent acquisition support for academic and professional vacancies as needed.
- Assist with the coordination of recruitment activities where required.
- Arrange interviews both online and in person, including travel and accommodation where required.
- Coordinate assessment testing and referee reporting as appropriate.

- Coordinate Police checks and Vulnerable Children checks where required.
- Ensure all talent acquisition documentation and HRIS records are accurate, complete, and maintained in a timely manner.
- Support a positive, professional and inclusive candidate experience.

Team Contribution

- Work effectively as a member of the People and 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 process improvement initiatives across HR administration and talent acquisition.
- Participate in relevant meetings, projects, and improvement activities.

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

5. PERFORMANCE STANDARDS

The HR Assistant will be performing satisfactorily when:

- HR and talent acquisition queries are triaged and resolved efficiently and professionally.
- HR administration and talent acquisition activities are accurate, timely, and well documented.
- High quality service is consistently delivered to candidates, staff, and managers.
- Confidentiality is maintained at all times.
- Systems and processes are followed and continuously improved.
- Effective working relationships are maintained across People and Capability and the wider University.
- Interactions in the course of performing duties are conducted professionally, respectfully and collaboratively.
- Advice provided complies with 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

- Good general education to at least NCEA Level 2, including a good standard of written and oral English, or equivalent experience.

Desirable

- Tertiary study in Human Resources, Business Administration, or a related discipline.
- Relevant vocational or office administration training

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Strong interpersonal, communication, and relationship building skills.
- Demonstrated client service and customer focused approach.
- Proven administrative experience with high levels of accuracy and attention to detail.
- Strong ICT skills, including Microsoft Word, Excel, and data entry.
- Ability to manage competing priorities, meet deadlines, and maintain performance under pressure.
- Ability to quickly learn and apply HR systems, processes, and technologies.
- Understanding of confidentiality and sensitivity when handling personal information.
- Commitment to equal opportunity and to the University's partnership with Māori under Te Tiriti o Waitangi

Preferred

- Human Resources qualification
- Experience or interest in a Human Resources or talent acquisition environment.
- Basic knowledge and/or understanding of HR and employment related legislation.
- Experience using HR systems, ideally Oracle.
- Knowledge of the tertiary education sector

PERSONAL QUALITIES

- Genuine commitment to high quality service.
- Flexible and adaptable approach to changing priorities.
- Willingness to learn.
- Curious mindset.
- Friendly open nature (customer focused).
- Collaborative and supportive team member who works well with minimal supervision.
- Professional presentation and conduct.
- Inclusive, respectful, and culturally aware.
- Proactive mindset with a focus on continuous improvement