

Position Description

People Operations & Systems Co-ordinator



Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.



About the team

The People & Culture (P&C) Team has a key role in ensuring that The Co-operative Bank has the organisational culture, employee engagement, workforce performance and capability to deliver brilliantly human customer experiences.

The People Operations team sits within the wider People & Culture function and is responsible for delivering a broad range of people services across the Bank. The team provides operational and administrative support across the employee lifecycle, manages people systems and data, supports leaders and employees with people-related queries, and works to continuously improve people processes, reporting, and employee experience.

Purpose of this position

The People Operations and Systems Co-ordinator is a key role within the People Operations team, acting as a first point of contact for leaders and employees and providing day-to-day administration and support for the Bank's HRIS, Te Ara Tāngata. The role is responsible for coordinating and administering people processes across the employee lifecycle, including recruitment, onboarding, people movements, performance, remuneration, health, safety and wellbeing.

The role also supports the effective management of people data, reporting, system administration, user support, testing, and continuous improvement activities to ensure the Bank's people systems and services operate efficiently and effectively. In addition, the role provides operational support to the wider People Operations team, broader People & Culture function, and the Chief People & Culture Officer.

Position reports to: Manager People Operations

Challenges and opportunities of this role

- Balancing reactive day-to-day operational work with scheduled tasks, reporting requirements, and support requests across the People & Culture function.
- Managing a high volume of work while maintaining accuracy, efficiency, and attention to detail in a role where data quality and timely processing are critical.
- Developing and maintaining strong knowledge of the Bank's people systems, particularly Te Ara Tāngata, to provide effective system administration, troubleshooting, and user support.
- Building positive working relationships with employees and leaders, providing responsive, professional, and customer-focused support across a broad range of people processes.
- Ensuring people data is accurate, complete, and maintained in a timely manner to support reporting, compliance, and effective decision-making.
- Prioritising competing demands and deadlines while delivering a high standard of service and maintaining confidentiality when handling sensitive people information.
- Supporting employees and leaders to confidently use People & Culture processes and systems, helping to improve the overall user experience and encourage effective self-service.

How you will contribute:

What you'll do	Success will mean
First Level People Operations Support	
Core P&C Operations: Assist and support in the delivery of effective and efficient P&C responses and solutions by providing first level support via multiple channels for managers, employees and external parties, escalating as required. Includes daily management of the HR Help shared inbox. Process Improvement: Work with the wider team to identify and develop continuous improvement of current processes to ensure effective service solutions for the team, people leaders and our people. Keep People & Culture information up to date on the intranet (Kōrero)	• Queries are dealt within agreed SLAs and in customer-focused manner, enabling our People Leaders & employees to get on with the important job of doing right by our customers. • Underlying issues are identified and addressed e.g. via process improvement. • Timely and clear communication with other P&C team members where query escalation is required. • Timely and accurate placement of P&C content on to intranet, ensuring all information adds value to our people.

What you'll do	Success will mean
P&C Systems Support	
Provide day-to-day administration and support for Te Ara Tāngata, to help ensure the system remains accurate, reliable and effective. This will include: employee lifecycle processes, data maintenance, user access and troubleshooting. Recruitment support and administration. Onboarding and induction support and administration. Liaising with key stakeholders (e.g. Payroll and Learning team) to ensure people data is accurate and up to date across systems. Supporting system testing, approved configuration changes, upgrades and the implementation of new functionality under the guidance of the Manager People Operations. Maintaining system documentation and supporting leaders and employees to effectively use people systems.	• Leaders and employees are supported to effectively use Te Ara Tāngata. • System administration activities are completed accurately and in a timely manner. • Compliance activities are completed within required timeframes. • People data is accurate and consistent across systems. • System issues are resolved promptly or escalated appropriately. • Users receive timely and practical support.
P&C Data Management & Reporting	
Ensure people data is accurate, complete and maintained across core people systems, including the administration of joiners, leavers and internal movements. Analyse people data and contribute to regular reporting, providing meaningful insights to support decision-making across the business. Work with the Manager People Operations and People Operations and Systems Advisor on production of monthly, quarterly and ad hoc reporting for People Leaders, SLT and the Board on key people metrics, workforce trends and compliance activities.	• The P&C team, business and Board have access to accurate and timely people data. • People Data is used to provide meaningful insights in reports. • All required reports are completed within expected timeframes. • Information on people processes is kept up to date and user-friendly. • Queries from reports are managed in a proactive and timely manner.
People Process Support	
Provide support to the business and stakeholders on key processes: • Employment agreements and variations	• Advice provided to managers and employees is accurate, timely and compliant with relevant employee legislation. • People issues are triaged and escalated as required.

What you'll do	Success will mean
• Provide first level information and assistance on annual, sick leave and other employment related entitlements. • Support with the people administration relating to the performance and remuneration review processes, collective agreement negotiation outcomes and any general employment agreement changes. • Support the team with the ongoing review and updating of People & Culture policies ensuring they align to the Co-operative Banks culture, relevant legislation and best practise people processes. • Support the ongoing management of staff uniform allocation (day to day and yearly refresh). • Co-ordinating the onboarding, exit and internal movements processes. • Ad hoc support to the P&C team as required.	• People related documents are accurate. • Onboarding materials, including uniforms, are provided with expected timeframes.
Healthy and safe work environments	
Follow all health and safety policies, standards, emergency procedures and plans. Participate in health and safety activities, training and meetings as required. Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement. Cease work if an unsafe situation arises and seek assistance.	• Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities. • Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement. • Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

Decision making and responsibilities

a) Decisions and/or financial accountabilities:

- This may include day to day decisions around people processes and people and culture support systems in consultation with the Manager People Operations.

b) Actions and decisions that are recommended to a higher level of management for approval:

- Escalation of complex people and culture queries as required.
- Recommendations for system or people process changes.

Qualifications and experience

- Recent graduate, or one to two years' work experience in an administration or co-ordination role.
- Demonstrated time management skills, with the ability to remain calm under pressure and manage numerous tasks throughout the day.
- Strong customer-focused communication skills and attention to detail.
- Ability to engage effectively with people at all levels.
- Strong Microsoft Office Excel and Word skills.
- Accurate data entry and analysis skills.
- Tertiary qualification is desirable in relevant business discipline.

Skills and attributes

Personality Attributes

- Well organised and a strong attention to detail.
- Good judgement and the discretion to work with confidential information.
- A strong customer service focus and communication skills.
- High levels of initiative and proactivity.
- A positive, adaptable and solutions-focused approach, with a willingness to assist others and contribute to a collaborative team environment.
- Builds positive relationships with people at all levels through a friendly, approachable and professional manner.

Conceptual Skills

- Able to learn, understand, apply, and retain new information / learning / training.
- Problem identification and solving.
- Researching, analytical and investigative.

Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.