

## JOB DESCRIPTION

<b>Job Title</b>	<b>HR Co-ordinator – Client Services</b>
<b>Report To</b>	<b>Director</b>
<b>Date</b>	<b>February 2026</b>

<p><b>Purchase of this Job</b></p> <p>To provide high quality administrative and coordination support to HR Consultants, helping enable the consistent and timely delivery of practical HR services to clients. The role plays a key behind-the-scenes part in triaging client enquiries, preparing draft HR documentation, coordinating workflow, and maintaining accurate systems and processes across the consultancy.</p>
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<p><b>About the Role</b></p>	
<p><b>What you will be doing</b></p> <p><b>Client &amp; Consultant Support</b></p> <ul style="list-style-type: none"> <li>• Act as a first point of contact for client enquiries, responding professionally and triaging enquires to the appropriate consultant</li> <li>• Support HR Consultants with the preparation, coordination, and follow-up of client work</li> <li>• Provide day-to-day administrative and coordination support to HR consultants</li> <li>• Co-ordinate and support service-based projects e.g. implementing legislative updates</li> <li>• Prepare draft HR documentation including employment agreements, letters, and supporting documents under guidance</li> <li>• Provide recruitment assistance to clients as requested</li> <li>• Schedule consultant work, manage calendars, and assist with workflow coordination</li> <li>• Maintain accurate records and ensure documentation is stored and managed correctly</li> <li>• Communicate clearly and professionally with clients by phone and email, ensuring a responsive and well-organised client experience</li> </ul>	<p><b>What we will be looking for</b></p> <ul style="list-style-type: none"> <li>• Client enquiries are being responded to promptly and professionally</li> <li>• Consultants are well supported and able to focus on advisory work</li> <li>• Documentation is accurate, timely, and aligned with Grow HR standards</li> <li>• Clients experience clear, organised, and professional support</li> </ul>
<p><b>HR Documentation &amp; Systems</b></p> <ul style="list-style-type: none"> <li>• Maintain accurate client records and documentation in Grow HR systems</li> <li>• Support the review, updating, and improvement of master HR templates and resources</li> <li>• Ensure version control and document quality standards are consistently applied</li> </ul>	<ul style="list-style-type: none"> <li>• Records and systems are accurate and up to date</li> <li>• HR documentation is consistent, technically sound, and well presented</li> <li>• Minimal rework for avoidable errors through strong attention to detail</li> </ul>

<ul style="list-style-type: none"> <li>• Use systems and technology to support efficient administration, tracking of work, and accurate record-keeping</li> <li>• Proactively suggest improvements to systems, templates, and processes to improve efficiency and service delivery &amp; action agreed developments</li> </ul>	<ul style="list-style-type: none"> <li>• Opportunities to increase use of technology &amp; improve efficiency are identified and shared</li> </ul>
<p><b>Internal Support &amp; Development</b></p> <ul style="list-style-type: none"> <li>• Assist with internal projects such as research, briefing notes, presentation packs, and development material</li> <li>• Help with drafting client proposals as requested</li> <li>• Maintain the filing system and client database.</li> <li>• Provide backup support for the Team Administrator as required including setting up new clients in systems</li> <li>• Contribute ideas for improving internal processes and ways of working</li> </ul>	<ul style="list-style-type: none"> <li>• Internal projects are completed to a high standard</li> <li>• Team support functions continue smoothly during periods of absence or high workload</li> <li>• Continuous improvement mindset is demonstrated</li> </ul>
<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Follow all health and safety procedures and safe working practices at all times</li> <li>• Use safety equipment as required</li> <li>• Report all hazards, incidents and accidents in a timely way</li> </ul>	<ul style="list-style-type: none"> <li>• Procedures are adhered to</li> <li>• Required training is completed</li> <li>• No avoidable accidents, injuries or risks to the environment</li> </ul>
<p><b>General Duties &amp; Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Perform any other reasonable duties as required</li> <li>• Continuously look to improve processes and ways of working to be more effective and efficient</li> </ul>	<ul style="list-style-type: none"> <li>• Flexibility and willingness to support the team is demonstrated</li> <li>• Work is performed collaboratively and professionally</li> <li>• Continuous improvement mindset evident</li> </ul>

<p><b>About You</b></p>	
<p><b>Skills, Knowledge, &amp; Experience</b></p> <ul style="list-style-type: none"> <li>• At least 1 year's experience in an HR administration, HR coordination, or generalist HR support role in New Zealand</li> <li>• Practical understanding of New Zealand employment legislation, particularly the Employment Relations Act and Holidays Act</li> <li>• Strong written and verbal communication skills</li> <li>• Strong administrative and organisational skills with a high level of accuracy</li> <li>• Confidence using a range of technology and HR systems</li> <li>• Ability to follow instructions, manage competing priorities, and meet deadlines</li> </ul>	<p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Highly organised and detail focussed</li> <li>• Service driven and takes pride in doing things properly</li> <li>• Calm, organised and able to work under pressure</li> <li>• Enjoys variety and comfortable working behind the scenes and supporting others</li> <li>• Reliable, trustworthy, and follows tasks through to completion</li> <li>• Works well as part of a small, collaborative team</li> <li>• Values good judgement over box-ticking, with practical problem-solving</li> <li>• Curious about technology and improving HR outcomes</li> <li>• Professional, approachable and service-focused</li> <li>• Works well as part of a collaborative team</li> </ul>