



# COOK ISLANDS INVESTMENT CORPORATION

Government of the Cook Islands

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Human Resources &amp; Administration Officer</b>
<b>Division</b>	Human Resources
<b>Responsible To:</b>	Human Resources Manager
<b>Responsible For:</b>	Nil
<b>Job Purpose:</b>	The HR and Administration Officer plays a pivotal role in providing comprehensive support to both the Human Resources department and the administrative/receptionist functions of the organisation. This position is responsible for a wide range of tasks, including HR administrative duties, general administrative duties and receptionist responsibilities
<b>Date:</b>	6 November 2023

### AGENCY VISION:

The vision that CIIC aspires to contribute to is:

*Te au apinga puapinga te ka tauturu i te iti-tangata Kuki Airani.*

*“Quality assets that serve the Cook Islands people.”*

A longer version of the CIIC vision has also been developed to provide better context

*Tau meitaki no te akakoro’anga, akatuke atu i te au apinga no te katoatoa te ka oronga mai, tauturu mate akameitaki atu i te turanga’anga o te iti-tangata Kuki Airani.*

*“Fit for purpose, transformational public assets that deliver, serve, and improve the wellbeing of the Cook Islands people, in harmony with our culture and our environment.”*

CIIC’s vision (quality assets that serve the Cook Islands people) has a very wide remit, therefore has a vast scope of responsibilities and contributes in a number of ways to the National vision and national development sustainable plan.

### CIIC’s vast scope of responsibility includes:

1. Crown land, Government infrastructure including Government buildings,
2. The Ports and Airports of Rarotonga and Aitutaki,
3. Te Aponga Uira Power Authority and Te Mana Uira o Araura,
4. Bank of the Cook Islands,
5. Investments in reticulated Water and Sanitation,
6. Telecommunications infrastructure and enterprises including Avaroa Cable,
7. Facilities management including Punanga Nui Market; and
8. Seabed mineral assets and enterprises

The CIIC has a vast scope of responsibilities with technical ownership of all crown assets and contributing to national development across a number of areas.

## ORGANISATION CHART:



## KEY RESULT AREAS (KRA'S)/ OUTPUTS:

KRAS FOR THE POSITION:	KEY PERFORMANCE INDICATORS:
<b>KRA 1: Provide Human Resources Support</b>	<ul style="list-style-type: none"> <li>• Assist with day-to-day operations of the HR functions and duties</li> <li>• Compile and update employee records (hard and soft copies), ensuring accuracy and confidentiality.</li> <li>• Coordinate HR projects and related events (meetings, training, KATO program, surveys etc) and take minutes.</li> <li>• Deal with employee requests regarding human resources issues, rules and regulations.</li> <li>• Assist and coordinate communication in the recruitment process by posting job openings on all relevant media forums, scheduling interviews, and conducting initial candidate screenings.</li> <li>• Assist in the onboarding and orientation of new employees, ensuring they have an understanding of CIIC policies and culture; and communicate with all staff about the arrival of new employees.</li> <li>• Coordinate employee training programs and maintain training records.</li> <li>• Manage uniform distributions and staff IDs to ensure employees have the necessary tools and identification.</li> <li>• Coordinate and support Health, Safety, and Wellbeing programs, promoting a safe and healthy work environment</li> <li>• Assist in creating and updating HR policies, processes, and documents to ensure compliance and best practices.</li> <li>• Provide clerical and administrative support to Human Resources Manager</li> <li>• Keep abreast of HR trends and regulatory changes, and make recommendations for policy updates.</li> <li>• Assist with employee performance management, including performance appraisals and improvement plans.</li> <li>• Manage employee exit processes, including conducting exit interviews and handling final settlements.</li> <li>• Continuously improve and streamline HR processes to enhance efficiency.</li> <li>• Other duties as assigned by HR Manager.</li> </ul>
<b>KRA 2: Administrative and receptionist support</b>	<ul style="list-style-type: none"> <li>• Greet and assist visitors, answer and direct phone calls, and handle inquiries.</li> <li>• Handle incoming mail and packages.</li> <li>• Ensuring the reception area is clean and tidy at all times.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintain office/kitchen supplies and equipment, placing orders as needed.</li> <li>• In charge of ensuring the restroom and staff lunch area and training room remain clean and tidy, including regular inspections and coordination with cleaning contractors as needed.</li> <li>• Banking – depositing cheques and cash payments received.</li> <li>• General finance duties.</li> </ul>
<b>KRA 3: Contribute to CIICs Values</b> Be an active part of the CIICteam.	<ul style="list-style-type: none"> <li>• Ability to maintain a positive attitude and professional demeanor and appearance at all times and perform well under project constraints and deadlines</li> <li>• Contribute to team performance and the achievement of departmental, team and organizational goals and objectives</li> <li>• Knowledge and skills are developed and maintained for a minimum competent performance of current position</li> <li>• Compliance with CIIC and CIGOV policy and procedures is maintained along with active contribution to continuous improvement.</li> </ul>
<b>KRA 4: Workplace Health and Safety</b>  The employee is responsible for contributing to workplace health and safety	<ul style="list-style-type: none"> <li>• Identifying hazards in a timely and appropriate manner.</li> <li>• Eliminating, isolating and minimizing hazards.</li> <li>• Monitoring Workplace Health and Safety and bringing deficiencies to the attention of your manager.</li> <li>• Complying with all health and safety policies, requirements and instructions.</li> <li>• Adherence to Health and Safety regulations for the various work sites.</li> </ul>

## WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Dealing with sensitive matters discreetly, adhering to policies and maintaining trust.
2	Proactively managing multiple deadlines, organizing tasks, and avoiding last-minute rushes.
3	Navigating complex regulations and policies to ensure compliance while adapting processes as needed.

## AUTHORITY:

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff.

<b>Financial</b>	Nil
<b>Staff</b>	Nil
<b>Contractual</b>	Nil

## FUNCTIONAL RELATIONSHIPS:

The requirement for human relations skills in dealing with other personnel and external contacts.

Internal	Nature of Contact	External	Nature of contact
<b>Heavy</b> <ul style="list-style-type: none"><li>Human Resources Division</li><li>CIIC Staff</li></ul>	<b>Relating</b> <ul style="list-style-type: none"><li>Courtesy, tact and diplomacy</li></ul>	<b>Medium</b> <ul style="list-style-type: none"><li>Customers</li></ul>	Interact/Serve Provide basic advise Clarify client needs Relay information Convince others in the resolution of minor problems

## QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

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 become competent)	Desirable: (specific qualification for job)
<ul style="list-style-type: none"><li>NCEA Level 3</li><li>Current Drivers License</li></ul>	University or HR-related coursework is a plus.

## 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)
<ul style="list-style-type: none"><li>Proven experience in an administrative or HR assistant role.</li><li>Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).</li><li>Excellent interpersonal and communication skills.</li><li>Strong organizational and time management abilities.</li><li>Discretion and the ability to maintain confidentiality.</li><li>Customer service-oriented and a professional demeanor.</li></ul>	<ul style="list-style-type: none"><li>Knowledge of HR principles and practices is advantageous.</li></ul>

## KEY SKILLS / ATTRIBUTES / JOB SPECIFIC COMPETENCIES

Essential:	Desirable:
<b>Expert level</b>	<ul style="list-style-type: none"><li>Demonstrates expertise in providing strategic leadership, setting organizational goals, and driving initiatives to achieve long-term objectives.</li><li>Proficient in change management, including planning, implementing, and measuring the impact of organizational changes.</li></ul>

<b>Advanced level</b>	<ul style="list-style-type: none"> <li>• Strong financial skills, including budget management, financial analysis, and resource allocation.</li> <li>• Project management skills, capable of leading complex projects from initiation to completion.</li> <li>• Proven ability to lead and develop high-performing teams, setting clear goals and driving a culture of excellence.</li> </ul>
<b>Working Knowledge</b>	<ul style="list-style-type: none"> <li>• Effective written and verbal communication skills, with the ability to convey complex information clearly and concisely.</li> <li>• Analytical and problem-solving skills, capable of identifying issues and developing practical solutions.</li> <li>• Ability to build and maintain effective relationships with internal and external stakeholders.</li> </ul>
<b>Awareness</b>	<ul style="list-style-type: none"> <li>• Basic awareness of relevant industry regulations and compliance requirements.</li> <li>• Basic understanding of relevant technology and tools, with the ability to adapt to new software and systems.</li> <li>• Cultural Sensitivity: Awareness of cultural diversity and the ability to work effectively in diverse environments.</li> </ul>

### 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:

\_\_\_\_\_  
Human Resources & Administration Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO

\_\_\_\_\_  
Date