



COOK ISLANDS INVESTMENT CORPORATION

Government of the Cook Islands

JOB DESCRIPTION

Job Title:	Human Resources & Administration Officer
Division	Human Resources
Responsible To:	Human Resources Manager
Responsible For:	Nil
Job Purpose:	The HR & Administration Officer is essential in supporting efficient human resources at CIIC. This role ensures smooth daily HR functions, maintains accurate employee records, and facilitates effective communication throughout the organisation. Responsibilities include leading recruitment and onboarding processes, promoting health and safety, coordinating corporate events and training programs, managing the CIIC's online presence, and ensuring timely payroll processing. By fostering a positive workplace culture and adhering to best practices, the HR & Administration Officer contributes to the overall success of the CIIC team.
Date:	October 2024

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 turangaora’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:
<p>KRA 1: Human Resources Operations & Support <i>Ensure smooth daily HR operations, maintaining accurate employee records, facilitating communication and supporting HR projects</i></p>	<p>Recruitment & Onboarding</p> <ul style="list-style-type: none"> • Assist with recruitment by posting job openings and scheduling interviews. • Lead the onboarding and orientation for new employees, ensuring they understand CIIC policies and culture and communicate with all staff about the arrival of new employees. <ul style="list-style-type: none"> ○ <i>All new hires complete onboarding and orientation within the first week of employment.</i> <p>Employee Records</p> <ul style="list-style-type: none"> • Maintain and update both digital and physical employee records, ensuring accuracy, confidentiality and compliance with regulations. <ul style="list-style-type: none"> ○ <i>100% accuracy in employee record management.</i> <p>Uniform Distribution & Exit Processes</p> <ul style="list-style-type: none"> • Manage uniform distribution and ensuring they are provided in a timely manner. • Manage employee exit processes, including conducting exit interviews and handling final settlements. <p>HR Support & Compliance</p> <ul style="list-style-type: none"> • Assist in employee performance management processes, including performance reviews and improvement plans. • Regularly assess and improve HR processes for efficiency and compliance with best practices. • Support the implementation and compliance of HR policies to ensure effective adherence and alignment throughout the organisation. • Provide day-to-day HR operational support, ensuring the smooth functioning of HR operations. • Perform additional tasks as assigned by HR Manager.
<p>KRA 2: Health & Safety Coordination <i>Promote a safe and healthy work environment by conducting regular safety audits, ensuring</i></p>	<ul style="list-style-type: none"> • Conduct annual safety drills to ensure all employees are familiar with emergency procedures <ul style="list-style-type: none"> ○ <i>100% completion of annual safety drills</i> • Perform internal health and safety audits to confirm compliance with safety regulations, including checks on first aid kits, fire extinguishers and safety signage. <ul style="list-style-type: none"> ○ Collaborate with Managers to ensure timely servicing of all first aid kits and fire extinguishers and to maintain accurate

<p><i>compliance with health and safety standards and supporting well-being initiatives.</i></p>	<p>and visible safety signage at CIIC HQ.</p> <ul style="list-style-type: none"> • Support the rollout of the health and safety policy across the organisation to enhance safety awareness and adherence. • Organise and promote Health, Safety, and Well-being programs, creating a supportive environment focused on employee health and safety. • Maintain and manage incident, hazard, and risk registers to ensure prompt reporting, tracking, and resolution of safety issues.
<p>KRA 3: Event/ Training Coordination <i>Plan and execute corporate events efficiently, ensuring they are delivered on time and meet high standards of participant satisfaction</i></p>	<p>Event Co-ordination</p> <ul style="list-style-type: none"> • Coordinate HR-related projects and events (e.g meetings, training sessions, surveys), ensuring accurate minute-taking and tracking participant attendance. <ul style="list-style-type: none"> ○ <i>Achieve 100% accuracy in minutes and participant records for all events.</i> • Organise and oversee event logistics, including venue setup, catering, and materials preparation, ensuring all aspects are confirmed and aligned with event requirements. <ul style="list-style-type: none"> ○ <i>All event logistics (e.g., catering, venue setup) are arranged and confirmed at least one week before each event.</i> • Ensure seamless event execution with minimal logistical issues, addressing any challenges proactively. <p>Training Program Coordination</p> <ul style="list-style-type: none"> • Coordinate and facilitate employee training programs, managing schedules, communications and attendance. <ul style="list-style-type: none"> ○ <i>Training records are updated within 48 hours of each session to ensure accurate tracking and compliance with training requirements.</i> • Maintain accurate and up-to-date training records, supporting employee development and compliance with organisational standards.
<p>KRA 4: Online Presence & Communications Management <i>Strengthen CIIC's online presence by managing the website, social media platforms and other digital communications to effectively engage employees and the broader community.</i></p>	<p>Digital Content Management</p> <ul style="list-style-type: none"> • Regularly update CIIC's social media platforms with engaging content, including photos from team events, training sessions, and company milestones. <ul style="list-style-type: none"> ○ <i>Post monthly updates to maintain active engagement and reflect the organisation's culture.</i> • Ensure the CIIC website remains current and relevant by reviewing and updating content monthly. <ul style="list-style-type: none"> ○ <i>Complete a full content review and update by the end of each month.</i> <p>Communications & Public Relations</p> <ul style="list-style-type: none"> • Coordinate with all divisions to compile and publish the CIIC Quarterly Newsletter, ensuring contributions from each department and timely distribution. <ul style="list-style-type: none"> ○ <i>Distribute the newsletter by the scheduled release date each quarter, with 100% departmental participation.</i> • Serve as the lead photographer for CIIC, capturing and curating visuals that support online content and enhance public relations efforts.
<p>KRA 5: Payroll Support <i>Ensure timely and accurate payroll processing to maintain employee satisfaction and compliance with financial regulations.</i></p>	<ul style="list-style-type: none"> • Assist with payroll processes to ensure timely and accurate employee compensation. • Support the preparation and processing of payroll, ensuring compliance with company policies and regulations. • Collaborate with the HR Manager to address payroll-related queries from employees promptly. • Maintain accurate records of employee attendance and leave

	<p>to support payroll calculations.</p> <ul style="list-style-type: none"> ○ 100% compliance with payroll deadlines and accuracy in payroll processing.
<p>KRA 4: Contributing to CIICs Values <i>Be an active part of the CIIC team.</i></p>	<ul style="list-style-type: none"> • Ability to maintain a positive attitude and professional demeanour and appearance at all times and perform well under project constraints and deadlines • Ability to develop productive relationships with the project team, with contractors, and with design teams. • Adherence to Health and Safety regulations for the various work sites • Shows flexibility and adapts to changing and challenging situations through assisting and supporting the organisation on general matters, as directed.
<p>KRA 5: Workplace Health and Safety <i>The employee is responsible for contributing to workplace health and safety</i></p>	<ul style="list-style-type: none"> • Adherence to Health and Safety regulations for the various work sites • Identifying hazards in a timely and appropriate manner. • Eliminating, isolating and minimising hazards. • Monitoring Workplace Health and Safety and bringing deficiencies to the attention of the Project Officer or Project Manager • Complying with all health and safety policies, requirements and instructions.

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, organising 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.

Financial	Nil
Staff	Nil
Contractual	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
<p>Heavy</p> <ul style="list-style-type: none"> • Human Resources Division • CIIC Staff 	<p>Relating</p> <ul style="list-style-type: none"> • Courtesy, tact and diplomacy 	<p>Medium</p> <ul style="list-style-type: none"> • Customers 	<p>Interact/Serve Provide basic advise Clarify client needs Relay information Convince others in the resolution of minor problems</p>

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 be competent)	Desirable: (specific qualification for job)
<ul style="list-style-type: none"> • NCEA Level 3 • Current Drivers License 	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 become competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> • Proven experience in an administrative or HR assistant role. • Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook). • Excellent interpersonal and communication skills. • Strong organisational and time management abilities. • Discretion and the ability to maintain confidentiality. • Customer service-oriented and a professional demeanor. 	<ul style="list-style-type: none"> • Knowledge of HR principles and practices is advantageous. • Knowledgeable in health and safety protocols and wellbeing initiatives. • Proven experience coordinating corporate events and training sessions effectively. • Skilled in managing internal and external communications, with a focus on social media and public relations. • Working knowledge of digital tools, including WordPress for website management, Adobe Acrobat, Facebook, Smartsheets and Attache for payroll and HR operations.

KEY SKILLS / ATTRIBUTES / JOB SPECIFIC COMPETENCIES

Essential:	Desirable:
Expert level	<ul style="list-style-type: none"> • Demonstrates expertise in providing strategic leadership, setting organisational goals, and driving initiatives to achieve long-term objectives. • Proficient in change management, including planning, implementing, and measuring the impact of organizational changes.
Advanced level	<ul style="list-style-type: none"> • Expertise in budget management, financial analysis, and resource allocation. • Ability to lead complex projects from initiation to completion with strong organisational and coordination skills. • Proven ability to develop and lead high-performing teams, setting clear goals and fostering a culture of excellence. • Highly organised with excellent time management skills, able to handle multiple tasks efficiently. • Strong analytical skills for identifying challenges and implementing effective solutions. • Excellent verbal and written communication skills, ensuring clarity and engagement across all levels. • Ability to handle sensitive information with discretion and work independently with minimal supervision.

Working Knowledge	<ul style="list-style-type: none"> • Effective written and verbal communication skills, with the ability to convey complex information clearly and concisely. • Analytical and problem-solving skills, capable of identifying issues and developing practical solutions. • Ability to build and maintain effective relationships with internal and external stakeholders.
Awareness	<ul style="list-style-type: none"> • Basic awareness of relevant industry regulations and compliance requirements. • Basic understanding of relevant technology and tools, with the ability to adapt to new software and systems. • Cultural Sensitivity: Awareness of cultural diversity and the ability to work effectively in diverse environments.

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