



AUM Team Transfer of Function Consultation Document

(Confidential to staff)

This Consultation document was prepared by:

s9(2)(a) [REDACTED]
Director HR Operations

Introduction

I'd like to consult you on changes I'm proposing to HR Operations. We have been through an unprecedented year with COVID 19 causing us to review our approach to the way we work so we could continue to provide services to NZers.

I appreciate everyone's efforts and commitment to working as part of the People team at MSD to continue to provide a great service to our colleagues and being willing to complete other priority work as and when needed.

My overall aims with these changes are to:

- ensure our people have meaningful work to do
- recognise and respond to increased administrative work in HR Ops
- increase our ability to adapt and flex to current and future needs
- continue to provide a top notch service to our customers
- provide opportunities for people to grow and learn.

I do believe these changes will support our HR Ops team to provide the best service for MSD and our Shared Services customers and be well positioned to respond to future changes.

I want to emphasise that these are proposals and no final decisions will be made until you have had a chance to provide feedback and we have your views.

I encourage you to look at this proposal in detail as this is a formal consultation.

Purpose

The purpose of this document is to advise you of the proposed structural change within the People Group to meet the changing needs of the Ministry and the proposed transfer of work currently sitting in the AUM team to IT.

This document enables you to provide feedback on the proposed structure as part of a consultation process.

Background and Context

The function of the PSD Card manufacturing and distribution has been completed within the HR Payroll team since the introduction of having the physical token for staff authentication into MSD Systems. The design utilised the existing on-boarding processes of staff through the HR Payroll system and hence the function created was placed within this team.

Over the last 2 years, MSD has had a significant decline of card authentication which is due to the following:

- The departure of Oranga Tamariki of approximately 1500 staff
- The introduction of password login onto the network not requiring the physical token which has resulted in a reduction of approximately 2000.

There are some significant benefits of this function moving to IT which we have taken into consideration to date.

- Enhanced end to end offering which includes, Card creation, card activation and card queries
- The capability to streamline the work within the current IT team and existing staff number.
- Frees up resource in the HR Operations Team to undertake other duties to support the wider function and people, particularly due to increased demand.

The Ministry continues to build and the demand and expectations of the People group to assist and support the business has grown significantly. We have completed 2246 new hires since March 2020 and there is another predicted 250 staff to be onboarded by Christmas 2020 and we have 8 large change programmes in action. In addition, the Public Service Commission expectations on core Government agencies has increased to ensure that there is closer alignment and common work practises across agencies. We expect this will have a significant impact on the HR Operations administrative duties where internal checks will be required to ensure these standards are implemented, maintained and monitored accordingly. The addition of these two roles will free up other advisory staff to be able to process other areas of work more quickly which will improve our customers experience.

Current Structure

The current team that is impacted by the proposed change is shown on Appendix A.

Proposed changes and impacts on existing roles

Due to the above changes it is proposed that we transfer the functions undertaken by the AUM team to IT and establish 3 new positions which are closely aligned to the current position’s accountabilities. It is proposed that the impacted staff will be re-assigned to these newly established roles

The table below identifies the changes arising out of the proposed model. No decisions have been made at this point and we welcome the input of people who could be impacted by these proposed changes.

Current Position Title	Current Reporting Line	Proposed Impacts	Proposed New Position Title	Proposed New Reporting Line
Business Support AUM x 2	Team Leader Payroll	Change of reporting line and minor change to key accountabilities	HR Administration Officer	Team Leader HR Operations
Administration Officer Payroll x 1	Team Leader Payroll	Change of reporting line and minor change to key accountabilities	Support Officer Payroll	Unchanged

What happens next?

It is important to remember this is a proposal only and we want to make sure we hear your views to help us in deciding on the best outcome. Here are some key points about the consultation process:

- 1 Consultation on this proposal is indicative in timeline below. The timeline can be discussed
- 2 Please submit feedback and questions to s9(2)(a), [HR Director - Business Partnership](#).
- 3 We will continue to respond to questions/feedback throughout the consultation period.
- 4 The consultation process requires your submissions to be made formally in writing via email.
- 5 If you disagree with any aspect of the proposed structure, including the position titles, it is helpful to suggest an alternative proposal.
- 6 Importantly, we will consider all submissions made and provide you with the final decisions that result from the consultation.
- 7 Once final decisions about the structure are made, we will let you know about the next steps in the process and how we plan to move forward.

Proposed Timeline

The indicative timings for the consultation and any resulting changes are:

What	When
Impacted staff from the People Group. Also discuss with PSA.	19 th October 2020
Consultation period concludes	27 th October 2020 at 5-00pm
Consultation feedback considered, decision document prepared, and roles evaluated	28 th to 30 th October 2020
Final Decision document released, and outcomes advised to Impacted staff members	2 nd November 2020
New structure in People group stood up and transfer of function to IT	9 th November 2020

Employee Support

- Any change creates uncertainty however this change is designed to be proactive to respond to the needs of New Zealanders and mitigate the impact of COVID-19.
- During this consultation and any change process that may follow, if for any reason you would like someone to talk to (about the change or any other pressure you

may be facing) I encourage you to contact the free counselling service provided by MSD through our Employee Assistance Programme (Benestar).

- You can use BeneHub to find a counsellor in your area and book an appointment. You can call Benestar on 0800 360 364 or find further details online by searching for Employee Assistance Programme on Doogle.

You may also talk with your manager or any of the below:

s9(2)(a)
Manager Payroll
Ph s9(2)(a)

s9(2)(a)
HR Director – Business Partnering
Ph s9(2)(a)

s9(2)(a)
Director HR Ops
Ph s9(2)(a)

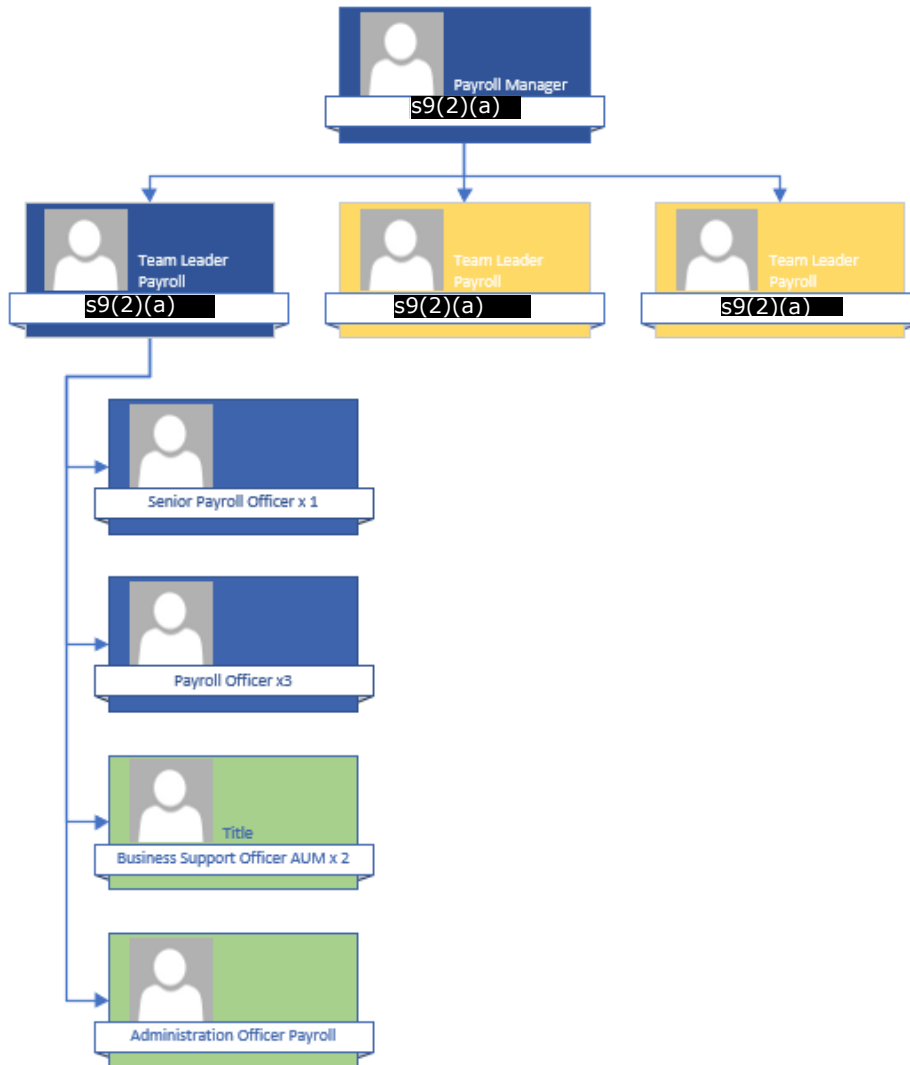
Your feedback is important

- This is a proposal and no final decisions will be made about any position until the process is complete and all feedback has been considered. Remember, changes can be made following consultation so it's important to hear about the parts you feel could be improved and your thoughts and ideas on how you think that could be done.
- Feedback on this proposal can be sent up until consultation closes on 19th October 2020 at 5:00pm. All feedback must be sent to the following email address: s9(2)(a)
- Feedback will be collated and reviewed, and we will prepare a summary of the feedback, with key themes. Recommendations will be made for the Group General Manager People to consider. Feedback themes will be included in the final decision document however, individual people won't be identified.

Also within this document is the governing Change Protocols for your information which will be adhered to by the Ministry.

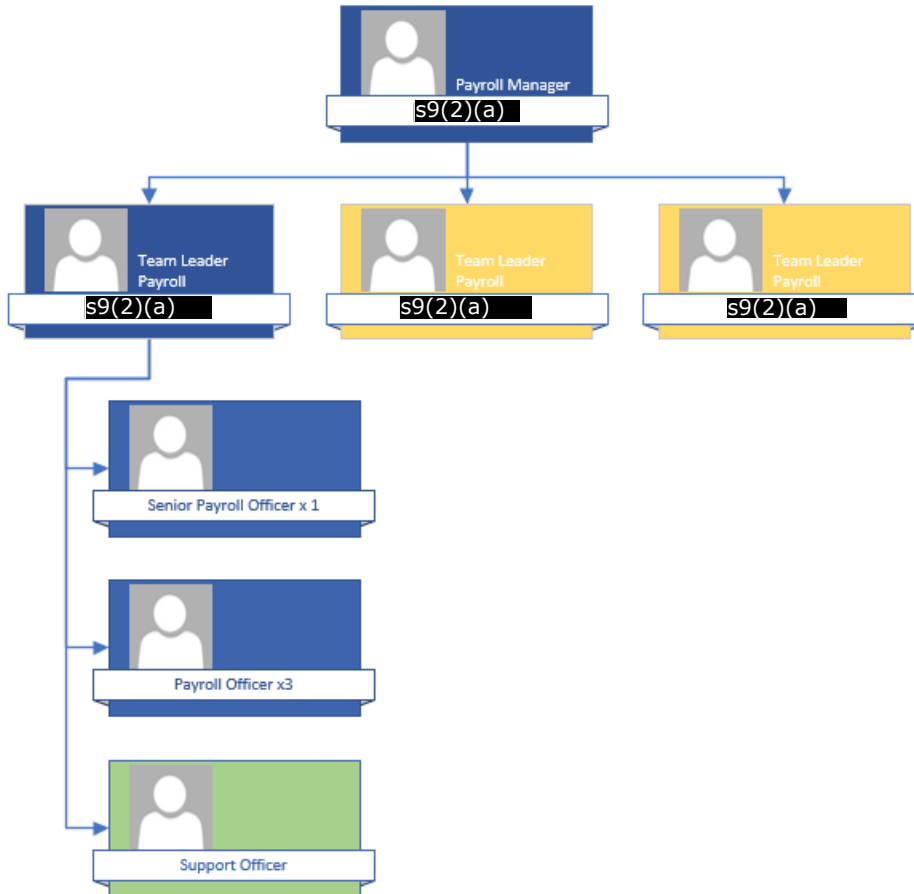
Please refer to [Appendix C](#)

Appendix A – Current Team Structure



Appendix B Proposed team structure

PAYROLL TEAM STRUCTURE



HR ADVISORY TEAM STRUCTURE

