



AUM Team Transfer of Function Decision Document

(Confidential to staff)

This document was prepared by:

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

Purpose

The purpose of this document is to advise you of the final decision regarding changes proposed in the Consultation document dated 12th October 2020.

While we did not receive any feedback from you, we have received some feedback on your behalf from the PSA. Thank you for taking the time to provide this feedback which I take as representing your shared views.

I can confirm that we have carefully considered the responses in arriving at the final decision. A summary of feedback along with our responses is provided in this document.

It is important that you understand the information contained in this Decision document may change / impact your role as a staff member.

Background and Initial proposal

As discussed in our consultation conversations, over the last 2 years MSD has had a significant decline in card authentication due to:

- the departure of approximately 1,500 staff when Oranga Tamariki was established
- 2,000 staff no longer needing a physical token with the introduction of password login onto the network.

As a result of this it was proposed that this functional work would transfer to IT and would be picked up as part of their BAU activity.

Due to the above changes it was proposed that we maintain / establish 3 new positions which are closely aligned to the current position's accountabilities, as below. It was also proposed that the impacted staff would be re-assigned to the proposed new roles.

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

Please note that there was a typo in the above table. It was never intended that the Support Officer Payroll would have a change in reporting line.

Feedback and Response

We received limited feedback through the PSA, which is summarised below:

Your Feedback	Our response
Accepted the rationale behind the proposal and stated there was general awareness of the diminishing demand for PSD card services.	Noted and agreed.
General disagreement that the changes proposed are of a minor change as the current roles performed are heavily weighted towards the AUM Function.	<p>For the Business Support AUM roles, we accept that some of the tasks undertaken are different and the focus of the roles will change. We note that the proposed roles would have a key people-facing aspect and would require different skills and competencies.</p> <p>The Support Officer Payroll role position description proposes only minor changes to key capabilities compared to the Administration Officer Payroll role, along with a change in position title. We do not consider this is a substantial change to the role.</p>
Due to above it is expected that reassignment rather than a reconfirmation process is appropriate.	We do have alternative work that needs to be done and aimed to offer our impacted staff suitable work through this change process. We proposed staff would be reassigned to minimise stress and give clarity quickly. However, we take on board your disagreement that the proposed new roles are similar to the previous roles. We consider that the Business Support AUM roles is different from the proposed HR Administration Officer roles and agree that reassignment is not appropriate. As above, we believe the Support Officer role is substantially similar to the Administration Officer role and reconfirmation is appropriate for this role.

The decision

Having considered your feedback, I have decided:

- the AUM work will transfer to IT effective 30 November 2020 or soon after
- to disestablish the Business Support AUM and Administration Officer Payroll roles
- the two proposed HR Administration Officer positions are not available for reassignment because the required skill sets are significantly different from the current Business Support AUM roles.
 - we will work with the two Business Support AUM staff members to see if there are any suitable vacancies available in MSD for reassignment
 - redundancy will be an option if the two affected Business Support staff are not appointed to an alternative suitable role

- to establish a new position of Support Officer Payroll position
- the staff member in the Administration Officer Payroll position will be reconfirmed to the new Support Officer Payroll position and will remain in the Payroll team reporting to the Team leader Payroll
 - the position description has been updated.

The key points of the decision are:

- the administrative duties for the HR Administration Officer position are different and general accountabilities and know how required are not similar
- the Administration Officer Payroll and Support Officer Payroll position is substantially the same and the incumbent will not require substantial additional training.

Implementation and next steps

Below is the timetable for implementation.

What	When
All staff advised of the decision and documentation provided	25 November 2020
Announce final decisions to the wider business	27 November 2020
Reconfirm Support Officer Payroll	25 November 2020
Start reassignment process for the two Business Support AUM staff. Discussion with staff and timeframe confirmed	25 November 2020
Start transition to new structure	30 November 2020

Where you can go for support

I appreciate that these types of processes can be unsettling. 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 Benestar through our Employee Assistance Programme
 - you can call Benestar on 0800 360 364 or look them up on doogle
 - use BeneHub to find a counsellor in your area and book an appointment
- talk with your manager or contact:
 - s9(2)(a) [redacted], Manager Payroll, Ph s9(2)(a) [redacted] or
 - s9(2)(a) [redacted] HR Director – Business Partnering, Ph s9(2)(a) [redacted]

Appendix A Confirmed Structure

PAYROLL TEAM STRUCTURE



