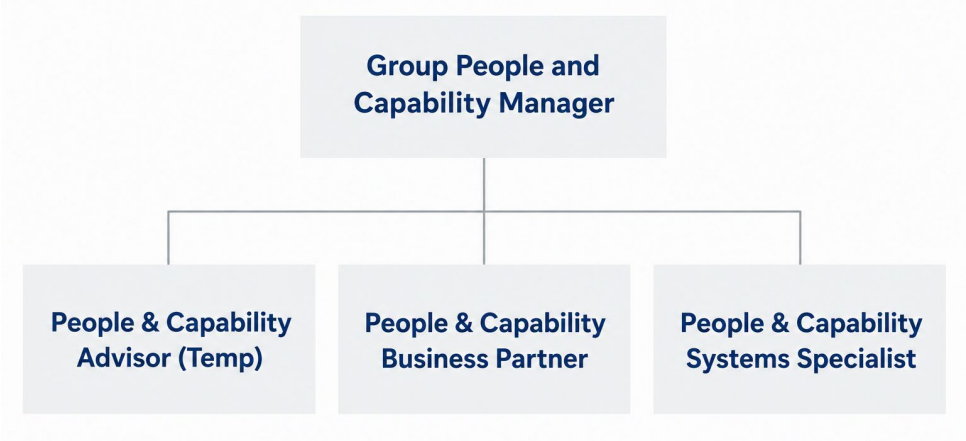
Position Description

People & Capability Systems Specialist

Reports to	Group People & Capability Manager
Leadership Level	Individual Contributor
Function	People & Capability

Purpose of Role:
The People & Capability Systems Specialist enables effective, integrated and trusted P&C systems and learning technology that improve the experience of our people and leaders, reduce manual work and provide reliable workforce insights.

The role translates P&C, business process and learning requirements into practical system solutions, digital workflows, reporting and self-service tools. It leads the operational management and continuous improvement of assigned P&C systems, including the LMS and associated learning technologies, and works closely with P&C, L&D and Digital & Data to ensure solutions are practical, well governed and adopted by users.



Key Relationships:
The role reports directly to the Group P&C Manager and works particularly closely with the Payroll/HRMS Lead, L&D Manager and Digital & Data. This reflects the role's reach across the wider P&C strategy rather than aligning it solely to HRMS, L&D or technology.

Internal

- Group P&C Manager, General Manager P&C, P&C Business Partner and P&C Advisor, Payroll/HRMS Lead, L&D Manager, Digital & Data, P&C process owners, LMS SMEs and business content owners, People leaders and employees.

External

- P&C system and technology vendors, Learning technology providers, other specialist providers as required.

Authorities & Financial Responsibilities:	
Authority	As delegated by Group P&C Manager.

Key accountabilities	
P&C systems optimisation and functional ownership	• Maintain the roadmap and improvement pipeline for assigned P&C systems. • Identify opportunities to improve functionality, integration, user experience and efficiency. • Translate business and P&C requirements into practical system solutions. • Coordinate system configuration, testing, implementation and ongoing improvement. • Maintain clear system ownership, documentation and dependencies.
Employee lifecycle systems and workflows	• Support the continuous improvement of systems and digital workflows across the employee lifecycle, from recruitment and onboarding through to employment changes, development and offboarding. • Own and maintain key employee lifecycle workflows within systems such as Ready Employ, ensuring processes, forms, approvals, notifications and system hand-offs remain current, efficient and fit for purpose. • Regularly review recruitment and onboarding workflows to identify opportunities to simplify processes, reduce manual administration and improve the experience for candidates, new employees, leaders and P&C. • Work with P&C process owners to translate policy, process or business changes into required system and workflow changes, including configuration, testing, implementation and communication. • Ensure onboarding workflows remain aligned with Tatua requirements, including appropriate tasks, documentation, approvals, responsibilities and hand-offs between P&C, leaders and other business functions. • Monitor system and workflow performance, user feedback and recurring issues to identify opportunities for further improvement or automation. • Ensure employee lifecycle workflows are appropriately documented, with clear ownership, controls and review points. • Work across P&C systems to improve integration and information flow, reducing duplication and creating a more consistent employee and leader experience.
Digital workflows, automation and self-service	• Review and map P&C processes to identify unnecessary manual steps, duplication and rework. • Design and implement practical digital workflows and automation. • Build employee and leader self-service through tools such as the People Hub, People Leader Hub, digital forms and workflows. • Identify appropriate opportunities to use AI and automation, within Tatua's technology and governance requirements. • Monitor effectiveness and continuously improve the user experience.
LMS, learning technology and digital content	• Lead the operational management, optimisation and continuous improvement of Tatua's LMS and associated learning technologies. • Actively monitor Cornerstone product releases, enhancements and changes, researching new functionality and assessing the potential impact, benefits and opportunities for Tatua. • Translate relevant Cornerstone updates into practical recommendations for the business, including what Tatua should adopt, change or make better use of within the existing environment.

	• Plan, test and implement agreed system changes and enhancements, working with L&D, P&C, Digital & Data and other stakeholders to ensure changes are well designed, communicated and embedded. • Translate L&D priorities into practical learning pathways, system functionality and digital learning experiences. • Coordinate the LMS Steering Committee, including maintaining the forward agenda, preparing recommendations and matters requiring prioritisation or investment decisions, and tracking agreed actions and outcomes. • Own and maintain the LMS roadmap, bringing together business priorities, user feedback, regulatory and compliance requirements, Cornerstone releases and emerging learning technology to provide a clear view of future enhancements and priorities. • Coordinate and support Tatua's LMS subject matter expert network, ensuring SMEs understand their responsibilities, are appropriately trained and have clear processes for content ownership, review, maintenance and system use. • Work with SMEs and business owners to identify learning requirements, improve learning pathways and ensure content remains current, relevant and appropriately governed. • Own and administer the digital content-curation tool and associated content workflows. • Support the creation, curation and improvement of digital learning content within agreed L&D standards. • Coordinate content publishing, review and maintenance with SMEs and business content owners, ensuring clear ownership and appropriate review cycles. • Improve LMS adoption, governance, reporting and user experience. • Manage relevant system releases, access and vendor relationships.
Data and reporting enablement	• Work with P&C process owners to define reporting requirements, measures and data definitions. • Support the development, delivery and continuous improvement of Tatua's HR dashboard, translating P&C and business requirements into clear measures, reporting requirements and meaningful workforce insights. • Coordinate the development and implementation of new dashboard measures and reporting enhancements, including requirements gathering, testing, validation and business rollout. • Support strong source-data quality and appropriate data-quality controls. • Validate reports and dashboards to ensure they meet P&C and business requirements. • Partner with Digital & Data on Power BI, data platforms, integrations and other technical reporting solutions. • Support the development of timely, trusted workforce information for leaders and P&C.
Systems projects, change and adoption	• Lead agreed P&C systems initiatives from discovery and requirements through configuration, testing, implementation and adoption. • Develop appropriate project plans, requirements, testing and implementation documentation.

	• Engage affected users and stakeholders to support successful change. • Monitor user adoption, feedback and benefits following implementation. • Contribute systems, process, data and digital capability to broader P&C and L&D initiatives as priorities and capacity allow. •
Systems governance, risk and vendors	• Maintain appropriate access controls, system documentation, decision records and release processes. • Coordinate system risks and business-continuity requirements for assigned systems. • Manage day-to-day vendor relationships and escalate issues where required. • Ensure systems activity operates within Tatua's privacy, security, architecture and governance requirements.
HRMS support	• Support the Payroll/HRMS Lead where P&C processes and systems intersect with HRMS. • Assist with functional requirements, configuration, testing, documentation, implementation and adoption. • Work within clear role boundaries, with HRMS ownership, payroll compliance, pay interpretation and HRMS data integrity remaining with the Payroll/HRMS Lead.

Key Result Areas (KRAs):

KRAs:	Measures:
Health and Safety	• Undertake all work in a safe manner and follow all company and workplace health and safety procedures • Identify new hazards and advise manager or workplace H&S representative/ co-ordinator within 24 hours of identification (or earlier if required) • Accurately report incidents and accidents to manager or workplace H&S representative/ co-ordinator as soon as possible
General	• To follow any lawful or reasonable instruction made by the employer. • To be present at work, and to work faithfully and honestly.

Key Skills / Knowledge / Experience Required:

- Experience working with HR/P&C systems, learning systems or similar business applications.
- Strong systems administration and functional analysis capability.
- Experience improving systems, processes and user workflows.
- Ability to gather requirements and translate them into workable system solutions.
- Experience with configuration, user acceptance testing and implementation.
- Strong Excel and reporting capability, with a practical understanding of data quality.
- Experience delivering projects or continuous improvement initiatives.
- Strong problem-solving and analytical skills.
- Ability to communicate effectively across business, functional and technical teams.
- Strong stakeholder management and influencing skills.
- A practical, curious mindset with a focus on making things simpler and better for users.

Desirable

- Power BI requirements or reporting experience.
- SharePoint and Teams administration experience.

- LMS and learning-technology experience.
- Experience with digital content-authoring or curation tools.
- Practical understanding of AI and automation in a business environment.
- Experience working in manufacturing or another regulated environment.

This Position Description is a working document subject to review and change as required by Management

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Know-How		Problem Solving			Accountability		Total Points	Profile
Slot	Pts	Slot	(%)	Pts	Slot	Pts		
			( )					