

Pivot Software helps one of New Zealand's largest local government authorities improve remuneration processes.



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CLIENT:

The Christchurch City Council, New Zealand's second largest local governing authority with over 2000 staff.

BUSINESS PROBLEM:

Complex employment terms and inconsistent application of remuneration policies throughout the organisation.

SOLUTION:

Pivot's Remuneration Ally solution to improve the efficiency of remuneration practices across the organisation and to enable better decision-making.

RESULTS:

A more efficient and productive remuneration process.

New Zealand's second largest territorial authority

The Christchurch City Council (CCC) is the local government authority for Christchurch and Banks Peninsula and provides a wide range of facilities and services to over 350,000 residents and many more visitors to the city each year.

Many of these services are free of charge, and include roads, water, rubbish collection, libraries, swimming pools, the Christchurch Art Gallery, parks, and the Botanic Gardens, as well as community events and festivals.

The CCC employs over 2000 staff in various divisions throughout the city, covered by multiple collective union agreements and various individual employment agreements.

Complex processes causing difficulties

These complex employment terms and conditions led to the inconsistent application of remuneration policies and procedures within the Council.

In addition, the lack of information in CCC's HR system meant that managers could not make clearly informed decisions regarding staff remuneration.

"We wanted to better manage our remuneration processes with a system that had the ability to integrate with existing HR practices throughout the Council," says Lorie-Jean Roff.

She added, "we were looking for a solution that offered ease of administration and comprehensive reporting abilities for remuneration and bonus spend, that could also be available online for managers at any time."



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HR Analyst

CCC opts for Pivot's Remuneration Ally

Staff within CCC's HR department felt their processes had matured over time and were ready for a more comprehensive remuneration system.

Pivot offered the enterprise level Remuneration Ally solution to help better manage remuneration processes within the CCC and provide a more advanced reporting function for line managers.

Impressed with Remuneration Ally's flexibility, the CCC then customised certain aspects of the system to fit their specific HR requirements. This enabled consistency of HR practices across the organisation.

An efficient and pleasing outcome

The CCC quickly recognised the benefits of a more efficient and productive remuneration process.

"Staff performance is reported on in Remuneration Ally throughout the remuneration process and provides a basis for salary decision-making at review time. Managers can see what to spend on whom and why, thanks to Remuneration Ally's salary recommendation function. The system also allows HR staff to produce "instant" reports to the executive team and approving managers", says Lorie-Jean.

Staff remuneration details are able to be compared, and the CCC has the ability to input current market salary data into the system to assist with remuneration decisions - which now constitutes a large part of setting budgets within the council.

Greatly improving the remuneration process further is the ability of Remuneration Ally to automatically produce letters for staff upon the completion of performance reviews. "The previous system was only able to produce pay slips, and involved a lot of manual processing, concludes Lorie-Jean."

About Pivot Software and Remuneration Ally

Pivot Software provides advice and software solutions that enable large organisations to improve the effectiveness of their remuneration processes. We are human resource professionals who understand how well-managed remuneration contributes to employee engagement.

Pivot's flagship Remuneration Ally solution is used by organisations in sectors like banking, insurance, utilities, retail and government to improve their control over the complex and often emotional process of remuneration. Utilising our software as a service means no need for corporate IT involvement or the installation of any special software.

“Make the decisions regarding your people and we will take it from there”.



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