

JOB DESCRIPTION

Job Title: Human Resources Manager - Employee Relations & Organizational Change Management

Division: Operations Management Directorate

Location: Noumea, New Caledonia

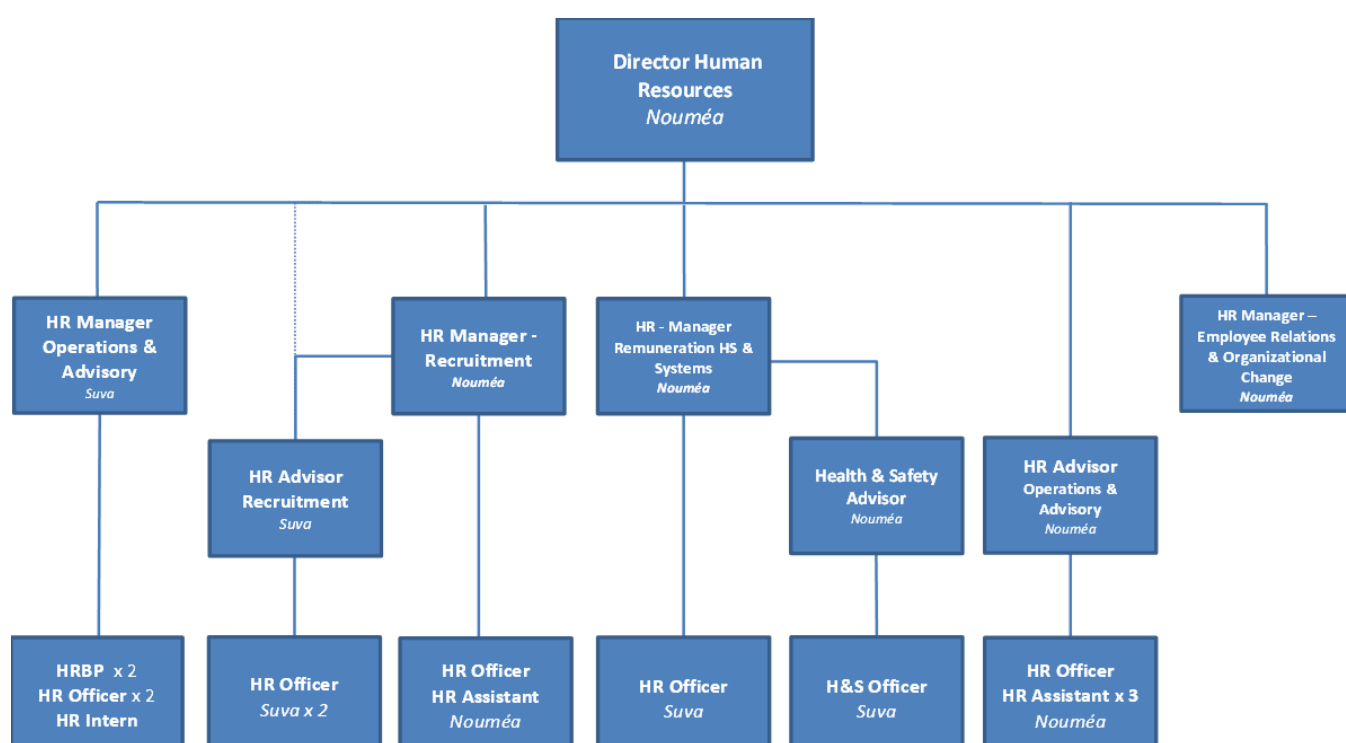
Reporting to: Human Resources Director

Number of Direct Reports: 0

Job Purpose: As a member of the Senior HR Team, the Human Resources Manager - Employee Relations & Organizational Change Management is the lead ER & Org Change Management specialist at SPC. This role is responsible for overseeing and effectively managing all employee relations related matters and operations in SPC Headquarters (Nouméa and Suva), SPC Regional Offices (x 4) and all other positions based outside of SPC official offices within Country & Territory members. She/he will provide support and guidance to all managers by streamlining ER processes, managing audit compliance reports, CRGA HR decisions, and delivering high quality, strategic and cost-effective solutions for all locations. The role will be responsible for effectively supporting HRD in coordinating the HR Advisory / Ops Team to ensure professional, comprehensive, business focused and timely Employee Relations and Organizational change advice and support is provided to Managers and Staff.

Date: February 2023

Organizational Context and Organization Chart



Key Result Areas (KRAs):

The position of Human Resources Manager - Employee Relations & Organizational Change Management encompasses the following major functions or Key Result Areas:

- KRA 1: Management, Compliance and accountability for the ER & Organisational Change Management section **25%**
- KRA 2: Employees Relations Management **25%**
- KRA 3: Organizational changes **25%**
- KRA 4: People Management **10 %**
- KRA 5: HR Project & support **15%**

The performance requirements of the Key Result Areas are broadly described below

Jobholder is accountable for	Jobholder is successful when
<p>Management, Compliance and accountability for the SPC ER & Organisational Change Management section (25%)</p> <ul style="list-style-type: none">• Working with the business on organisational change management initiatives that may result in individual or collective consultation and/or redundancy, restructuring, ensuring best practice requirements and commercial imperatives are balanced so that ER risk is minimised.• Develop and deliver training programmes, in partnership with L&D to upskill managers unemployment legislation and the management of ER issues• Actively work collaboratively with manager and staff to fully understand their needs and identify the proactive ER solutions necessary in achieving continuous improvement for relevant business areas.• Work in partnership with the SPC Legal Team/Governance, provide insight on our Manual of Staff and Policies.• Providing ER support through business transformation/change.• Develop and implement policies, programs and procedures related to Employee Relations.• Consult and advise management to ensure compliance with legal and administrative requirements.• Manage all ER cases for the SPC.• Work collaborative with SPC's Audit Unit and manage all reporting.	<ul style="list-style-type: none">• ER strategy is responding to organizational needs in all locations,• Provide strategic and specialized ER advice and support to managers and broader HR team,• Collaborative and inclusive professional relationships with clients across the organization are established, developed, and maintained,• ER procedures, processes, guidelines, and policies are monitored and improved on an on-going basis,• Review of ER processes and subsequent implementation are undertaken,• Recognized by managers, SRC, Staff as a subject matter expert,• All ER activities are undertaken within the approved budgets.

<p>ER Management (25%)</p> <ul style="list-style-type: none"> • Leads on the management of employee relations cases and investigations, including complex disciplinary processes, grievances and appeals, • Assess and advise on risk and will be expected to proactively review ER trends, work in partnership with the HR Team and identify ER solutions that will continuously improve the management of ER challenges across the business. • Provide expert ER advice to business leaders, managers, employees and HR Teams on highly complex ER issues such as: absence, grievances, disciplinary, appeals, absence, health issues, discrimination, harassment claims, tribunals etc • Manage complex and/or long term sickness cases up to and including capability dismissals and act as key stakeholder with our Health care supplier • Manage, track and document ER cases, providing ongoing, timely advice and guidance to the business to ensure cases conclude without delay • Engaging with SRC in both locations • Review and approve employee disciplinary actions. 	<ul style="list-style-type: none"> • The ER cycle is managed effectively in a timely manner, • Stay informed of the status of the ER process for all cases, provide the parties involved with information and sound advice, • Demonstrate Strong influencing and negotiations skills, • Respect of timeline of projects and activities.
<p>Service Delivery (25%)</p> <ul style="list-style-type: none"> • Develop in consultation with the HR team, work plans for HR project initiatives and action plans to ensure successful delivery, • Foster an environment where professional, quality service is measured, monitored, and provided to internal/external customers and stakeholders, • ER and Org change management advices are delivered strategically, efficiently, and effectively, • Manage all negotiation & related invoicing linked to the section activities, • Ensure a high-quality customer service is being delivered to managers and staff in all locations, • Actively act as a performance improvement driver. 	<ul style="list-style-type: none"> • Diverse KPIs & metrics are continuously developed and improved, • In collaboration with relevant Section, work on developing and strengthening the features of the ER practices are conducted, • Strategic directions for the development and maintenance of SPC's intranet, website, and ER database to process, manage and record ER information are provided, • SPC's intranet is up to date and all the current rules, regulations, policies and procedures are available for download,

People Management (10%) <ul style="list-style-type: none"> • Manage and coordinate resources effectively, • Manage staff performance, conduct fair, consistent, timely performance planning, review meetings and encourage open communication to discuss performance, • Actively schedule time to help staff development and be the best they can (training, shadow mentoring...), 	<ul style="list-style-type: none"> • A positive work environment is created with promotion of collaboration and inclusivity within the team and across functions and other divisions in the organization, • Create an environment which encourages the resolution of performance issues.
HR Projects and deliverables (15%) <ul style="list-style-type: none"> • Support actively HRD and contribute to the HR Department's strategic planning process such as workplan, organizational change, reporting... • Support HRD in coordinating key HRM, deliverables and inputs of the Senior HR Team such as CRGA meetings, SRC meetings, Team meeting etc... • Support the Implementation of HR projects that enhance the people function and provide the business with enhanced systems, processes, and technology solutions, • Champion and foster organizational change, • Manage exit interviews, analysing trends or opportunities for improvement, particularly in areas related to employee relations. 	<ul style="list-style-type: none"> • Strong participation, inclusive collaboration, and advice to support the whole HR team strategy approach are demonstrated, • Pro-active attitude is evident, and tasks are completed in a timely fashion to a professional standard.

Work Complexity:

<ul style="list-style-type: none"> • Developing and implementing HR organizational changes in line with SPC requirements and Division's needs across the Pacific Region, • Managing from A to Z a variety of ER cases & assignments from inception to completion, across all SPC locations & Divisions, engaging the HR senior team for inputs where needed. • Understanding accurately the organisation culture and business needs in various locations across the pacific Region, • Developing and maintaining efficient and successful relationships with stakeholders, • Capacity to manage a high workload and work within tight timeframes, meeting multiple deadlines and such with a function that is geographically dispersed with limited resources, • ER processes and HR policies advice and guidance to Managers and more generally Staff, • Active participation and support on various HR projects.

Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
External <ul style="list-style-type: none"> • Donors, Country representatives & Officials, • Auditors, consultants, and analysts, • CROPs agencies, • Suppliers & vendors 	<ul style="list-style-type: none"> • Explaining, collaborating, assisting, obtaining documentation and information, gaining cooperation, and negotiating, • Advising on ER processes and results for hiring manager and staffs, • Managing relationships and implementation of software / services, • Employment enquiries and appointment discussions and negotiations.
Internal <ul style="list-style-type: none"> • All SPC staff, across all divisions and at all levels of the organization, • Executive, Directors and Programme Heads, • HRD, HR Teams, Teams based in different locations. • Legal/Governance Team • SRC 	<ul style="list-style-type: none"> • Explaining, collaborating, assisting, obtaining documentation and information, gaining cooperation, management, resolving conflicts and negotiating, • Provision of advice on strategic Legal and HR initiatives, • Work as a team on HR projects, • Advise and consult on Organizational change.

Level of Delegation:

Routine Expenditure Budget: 0

Budget Sign off Authority without requiring approval from direct supervisor: as per SPC delegations policy

Personal Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> • Post-graduate degree in law or related area. • Meets the professional requirements to practice law in one or more jurisdictions of an SPC member country. 	<ul style="list-style-type: none"> • Master's degree in law or related area

Knowledge/Experience

Essential	Desirable
<ul style="list-style-type: none"> • At least 10 - 12 years' PQE in providing legal advice on employees relations, employment and labour law issues, including more than 5 years at international level, • Has 3 – 5 years experience and clear understanding of legal compliance in an employee relations context, • Excellent verbal and written communication and negotiation skills, • Excellent legal analytical skills, • Excellent command of both English & French with excellent verbal and written communication and people skills for effective communication • Ability to liaise with staff at all levels of the organization, • Ability to work in a multi-cultural and inclusive environment. 	<ul style="list-style-type: none"> • Demonstrated legal & ER experience in a development or international organization, • Experience in the Pacific or working in a multi-cultural organisation • Excellent time management skills and organizational skills, • Influencing and negotiations skills, • Excellent computer skills and proficiency in the use of MS Word, Excel and Power Point,

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> • Aptitude for the provision of high-quality service delivery and ability to provide proactive advice into continuous improvement in the ER and HR area.
Advanced level	<ul style="list-style-type: none"> • Ability to deal with confidential information in a professional manner and to set priorities successfully working with minimal supervision. • Advocacy, negotiation, influencing skills • Interpersonal skills • Legal skills
Working knowledge	<ul style="list-style-type: none"> • Knowledge of the Pacific region and cultural awareness • Ability to work in a multicultural, multi-ethnic environment • Economic, social and political issues in the region. • Communication skills in French • SPC Regulations and Policies
Awareness	<ul style="list-style-type: none"> • Diversity of tasks requiring a range of different skills and flexibility

Key Behaviours

*All employees are measured against the following **Key Behaviours** as part of Performance Development:*

- Change and Innovation
- Interpersonal Skills

- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity
- Leadership

Personal Attributes

- High level of professional integrity and ethics
- Demonstrated high level commitment to customer service
- Self-motivation
- Well organised with ability to work well under pressure and deadlines
- Cultural sensitivity

Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.