



## JOB DESCRIPTION

<b>Job Title:</b>	<b>Human Resources Officer – Advisory and Operations</b>
<b>Division:</b>	<b>Operations and Management Directorate</b>
<b>Location:</b>	Suva, Fiji
<b>Reporting to:</b>	Human Resources Manager
<b>Number of Direct Reports:</b>	1
<b>Purpose of Role:</b>	The HR Officer – Advisory and Operations is responsible for providing timely, high quality and customer-focused advice, support and services to managers across a broad spectrum of HR needs and under the direction of the HR Manager support employee relations, performance management, HR operations, change management and policy advice.
<b>Date:</b>	April 2023

### Vision:

“All CROP (Council of Regional Organisations in the Pacific) agencies contribute to achieving the vision embodied in the Pacific Plan of a region of peace, stability, economic growth, good governance and sustainable development. SPC is committed to these values and to working in partnership with national, regional and international organisations and development partners to serve its members.”

### Organisational Context:

The Operations and Management Directorate (OMD) provides corporate services to all SPC divisions and programmes. It consists of three key teams: Finance, Human Resources and Information Services. OMD is focused on improving the effectiveness of systems, policies and management so as to provide high-quality customer-oriented services.

### Key Result Areas (KRAs):

The position of HR Officer – Advisory and Operations encompasses the following major generalist functions or Key Result Areas within an assigned portfolio:

- HR Advisory 40%
- HR Services 30%
- HR Projects and Policy/Process Development 20%
- Team Effectiveness 5%
- Customer Service 5%

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

<b>Jobholder is accountable for</b>	<b>Jobholder is successful when</b>
<p><b><i>KRA 1 – HR Advisory services</i></b></p> <ul style="list-style-type: none"> <li>• Under direction of HR Manager (HRM) advise, coach and support managers to manage their staff and take responsibility for people issues, performance management, employment relations, and interpretation of employment agreements and policies.</li> <li>• First point of contact for managers within areas of assigned responsibility.</li> <li>• In collaboration with the HRM, support for the planning, implementing and monitoring of change management processes.</li> <li>• Provides orientation to new managers and ongoing training on HR systems and processes.</li> <li>• Develop, promote and embed HR policies and practices.</li> <li>• Escalates and/or refers on matters requiring risk management to their manager.</li> <li>• Conduct Job Evaluations -in collaboration with the HR certified job evaluators, size and evaluate roles after ensuring the descriptions are coherent and duties are well encapsulated. Report outcome to and have discussion with managers as needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and comprehensive advice is provided on employment relations issues with appropriate escalation to HR management when required.</li> <li>• Managers receive feedback on their Performance Improvement Plans in a timely manner.</li> <li>• Pro-actively support your divisional Portfolios in achieving their HR compliance and people management requirements.</li> <li>• Staff and line managers are equipped with the tools and resources to drive higher levels of workforce engagement.</li> <li>• Provide Managers relevant and timely information &amp; coaching on HR matters including how best to manage probation, reduce excess leave accruals (annual/recuperation), and ensure timelier end of contract review decisions, etc.</li> <li>• Support divisional Portfolios review their structures for more effective delivery of their business objectives.</li> <li>• Line managers and staff appropriately supported during workforce related matters.</li> <li>• Job Evaluations completed in a timely manner and in accordance with SP10 methodology.</li> </ul>
<p><b><i>KRA 2 – HR Services</i></b></p> <ul style="list-style-type: none"> <li>• Work with assigned portfolios to proactively manage; <ul style="list-style-type: none"> <li>○ Staff Contracts</li> <li>○ HR system data management</li> <li>○ Employee mobility/off-boarding</li> <li>○ Employee induction</li> <li>○ Employee benefits</li> <li>○ Payroll coordination (Bimonthly/Monthly)</li> <li>○ Recruitment (temporary roles)</li> <li>○ Role Approvals and Visas</li> </ul> </li> <li>• Collation and organization of key audit documents for audit verification exercises.</li> <li>• Advice managers on processes around internship, secondees and PHD, volunteer placements.</li> <li>• Support HRM with medical and life insurance processes.</li> </ul>	<ul style="list-style-type: none"> <li>• New contract and renewals administered within the required timeframes.</li> <li>• HR System is maintained and kept up to date with information loaded within the required timeframes of receipt.</li> <li>• Smooth onboarding and offboarding of staff in a timely manner.</li> <li>• HR induction requirements for new employees are administered within the required timeframes.</li> <li>• Staff entitlements are correctly allocated to eligible staff and dependents.</li> <li>• Bi-monthly &amp; Monthly HRO payroll interface file entries are accurate and submitted to Finance within agreed timelines.</li> <li>• Audit documentation as and when required is provided within the required time frame.</li> <li>• Advice provided to Managers are in accordance with other forms of engagement policy for internship, secondees and PHD, volunteer placements.</li> </ul>

<ul style="list-style-type: none"> <li>• Ensure staff members are aware of their host country requirements and laws and comply with them at all times.</li> <li>• Administer visa requirements and liaise with MOFA and Immigration (when assigned this portfolio).</li> <li>• Recruitment: Manage less than 3 months temporary contracts.</li> </ul>	<ul style="list-style-type: none"> <li>• Medical and life insurance enrollments, life insurance claims are done within the required time.</li> <li>• Efficient and effective onboarding/offboarding.</li> <li>• Role Approvals, Visas and Work Permit exemptions obtained in accordance with local law.</li> <li>• Temporary appointments are managed in a timely manner in accordance with recruitment policy.</li> </ul>
<p><b><i>KRA 3 – HR Projects, Policy and Process Development</i></b></p> <ul style="list-style-type: none"> <li>• Contributes to the updating and publishing of HR forms, templates, best practice process (SOPs) and guidelines to be accessible for managers.</li> <li>• Assists with the development, review and implementation of HR policy, tools, and best practice guidelines.</li> <li>• Identify and implement system and process improvements (including SOPs) to support the ongoing delivery of HR advice and support to managers.</li> </ul>	<ul style="list-style-type: none"> <li>• HR improvement projects are delivered on time and to the required standard.</li> <li>• Effective support is provided on the implementation of the policies and staff training.</li> <li>• Standard operating procedures (SOPs) are reviewed in a timely manner and maintained on the internal HR SharePoint site as required.</li> </ul>
<p><b><i>KRA 4 – Team Effectiveness</i></b></p> <ul style="list-style-type: none"> <li>• Contribute to a positive team culture that enables high performance of the HR team.</li> <li>• Practice a continuous improvement approach by reviewing own work methods and maintaining a positive approach to solving problems/issues.</li> <li>• Contribute to the efficient delivery of HR support, being flexible, adaptable and operating as a team, undertaking work in other areas where necessary to assist.</li> </ul>	<ul style="list-style-type: none"> <li>• Actively contribute to the development of the HR Operations team objectives and goals.</li> <li>• Share knowledge, time and expertise to assist other members of the team.</li> <li>• Contribute to team effectiveness by offering value adding suggestions at meetings and provide feedback and support to others.</li> <li>• Contribute to the achievement of team goals by offering suggestions for improving current systems and procedures.</li> </ul>
<p><b><i>KRA 5 – Customer Service</i></b></p> <ul style="list-style-type: none"> <li>• Foster an environment where professional, quality service is provided to customers (both internal and external) ensuring: <ul style="list-style-type: none"> <li>- Customer needs are clearly identified</li> <li>- Requests for information are met in an accurate and timely manner</li> <li>- All commitments are met</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• High quality internal and external customer service is provided by the team.</li> <li>• Service level expectations for internal and external customers meet agreed standards for quality and timeliness.</li> <li>• Services implement a customer-service focus and approach.</li> <li>• HR tickets and emails are cleared and responded to in a timely manner</li> </ul>

### Most Challenging Duties Typically Undertaken (Complexity):

- Complex staff issues
- Managing staff expectations with the interpretation and application of staff policies
- Managing workloads at peak periods within tight deadlines
- Supporting change management

### Functional Relationships & Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
<b>External</b> Key external contacts are: <ul style="list-style-type: none"><li>• Government Ministries</li><li>• External Auditors</li><li>• School Finance Administration</li><li>• Medical Partners</li><li>• Other external clients as and when required</li></ul>	<ul style="list-style-type: none"><li>• Communicating, information sharing, advising, reporting, supporting, facilitating and cooperating.</li></ul>
<b>Internal</b> Key internal contacts are: <ul style="list-style-type: none"><li>• All SPC staff</li><li>• OMD Travel</li><li>• OMD Procurement</li><li>• OMD Finance/ Divisional Finance</li><li>• OMD ICT</li><li>• OMD Registry</li><li>• Divisional Directors</li><li>• Divisional Line Managers</li></ul>	Communicating, information sharing, reporting, supporting, facilitating, and cooperating.

### Level of Delegation:

Routine Expenditure Budget: *nil*

Budget Sign off Authority without requiring approval from direct supervisor: *nil*

### 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"><li>• Bachelor's degree in HR / Industrial Relations or a related discipline</li></ul>	<ul style="list-style-type: none"><li>• Post graduate qualification</li><li>• HR Certification</li><li>• Certification in SP10 Job evaluation methodology or equivalent</li></ul>

## Knowledge/Experience

Essential:	Desirable:
<ul style="list-style-type: none"><li>• At least 5 years of HR experience, with 3 years in a similar role ideally in an international setting and medium to large organisation structure in the Pacific region</li><li>• Sound knowledge and experience across a range of HR Practices and Policies</li><li>• Ability to coach, communicate and be credible with a wide range of people.</li><li>• Good level of computer literacy, confident using the Microsoft Office suite and able to learn new applications when required.</li><li>• A high level of organisational and time management skills, with the ability to prioritize work.</li><li>• Strong relationship skills and to relate well and build trust and confidence with people at all levels.</li><li>• Excellent judgement and problem-solving skills</li></ul>	<ul style="list-style-type: none"><li>• Web based HR system experience</li><li>• Ability to train/coach managers and staff on a range of HR policies and procedures.</li><li>• Employee relations and improving performance experience.</li><li>• Experience providing HR services within the Development NFP/NGO sector and Pacific Island countries.</li></ul>

## Key Skills/Attributes/Job Specific Competencies

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

Expert level	Written and verbal communication skills concerning HR policies, procedures and advice in English
Advanced level	HR systems data management
Working knowledge	HR policies and procedures.
Awareness	HR representation and advice.

## 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

## Personal Attributes

- High level of professional integrity and ethics
- Friendly demeanor
- Demonstrated high level commitment to customer service

## 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.