



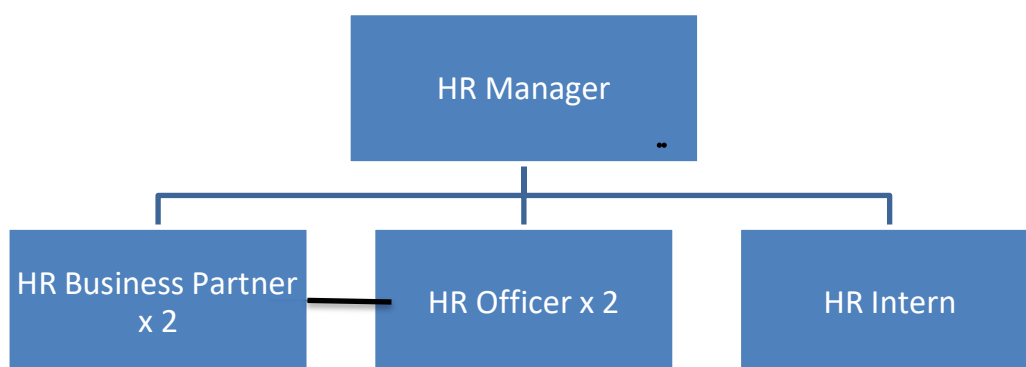
Pacific
Community
Communauté
du Pacifique

Job Title:	HR Officer
Work Unit:	Operations Management Directorate - Human Resources
Location:	Suva, Fiji
Responsible To:	HR Manager and reporting into the HR Business Partners for work under their portfolio
Responsible For:	0
Job Purpose:	Provide HR advisory services to assigned client group (This role may also undertake specialist responsibilities assigned to a portfolio)
Date:	February 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."

Organisation Context:



Key Result Areas:

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

- Employment contracts management, administration and data management
- Employee induction and benefit administration support
- Provide assistance to responsive client services in HR
- Specific HR Portfolio rotation
- Providing support to wider HR Function

The requirements in the above Key Result Areas are broadly identified below.

Jobholder is accountable for	Jobholder is successful when
<p>KRA 1 – Employment contracts management, administration and data management</p> <ul style="list-style-type: none"> • Draft staff employment contracts and undertake HR administrative tasks. • Ensure salary and benefits calculations are correct. • Manage and maintain archive of staff contracts. Ensuring signed contracts are uploaded and stored in the HRIS system. • Liaise with new employees to obtain necessary documentation for on-boarding process. • Responsible for inputting & uploading contract renewals, new employment contracts, probationary period reviews and any other contract amendments or required information onto HRIS system. • Provide basic training to new/existing staff on benefit provisions/records administered via HR Online as and when required. • Ensure the positions, organization structure and cost centers are maintained in the SPC HRIMS. 	<ul style="list-style-type: none"> • Draft staff employment contracts for clearance and issuance within 24 hours of receipt of request • Contract renewals administered within the required timeframes. • Probation confirmations are administered in accordance with due dates. • Routine HR correspondence e.g. FRCA, banks, visa etc. is completed on time, error free. • Performance development system reporting for salary changes and reports generation under supervision of HR Adviser (Systems). • All changes that effect payroll are made prior to the cut off for pay. • Effective management of HR documents on the staff intranet. • Fortnightly HRIMS payroll interface file entries are accurate and submitted to Finance within agreed timelines. • Accurate staff organisational records are maintained within the HRIMS.
<p>KRA 2 – Employee induction & benefit administration support</p> <ul style="list-style-type: none"> • Provide support in the induction process for new employees from pre-arrival to confirmation of probationary period. • Assist in the administration of the Corporate SPC medical insurance plan: <ul style="list-style-type: none"> ○ Ensure newly appointed staff and recognized dependents enrolment forms are received and submitted for processing and provide them with all the necessary information with regards to benefits and reimbursements procedures and possible supplementary coverage. ○ Assist with providing fortnightly notification of withdrawals from the 	<ul style="list-style-type: none"> • HR induction requirements for new employees are administered within the required timeframes. • Positive feedback received from new employees on induction experience. • Benefit enrollment forms and supporting information (such as staff dependents) are accurately collated and stored in the SPC HRIMS. • Efficient and effective delivery of benefit administration support of SPC benefit policies and programs with a client focused approach at all times. • Promote/deliver staff benefit and other training or capacity building initiations to raise workforce awareness and

<p>medical insurance plan to Medical Lead for forwarding to Insurance Provider.</p> <ul style="list-style-type: none"> Assist in the management of benefit education allowance claims, housing allowance and leave entitlements in accordance with SPC policies and procedures. Responsible for administering end-of-contract process, ensuring repatriation process requirements and final entitlements are delivered prior to departure. 	<p>understanding of SPC entitlements and benefit provisions.</p> <ul style="list-style-type: none"> Efficient and effective responses to HR benefit queries and requests received from staff. All benefit entitlement changes that effect payroll are made prior to the cut off for pay. End of contract process is managed in a timely and efficient manner. All HR benefit training queries and requests received from staff are dealt with in an effective and timely manner.
<p>KRA 3 – Provide assistance to responsive client services in HR</p> <ul style="list-style-type: none"> Undertake web-based approaches to Customer Services as required [e.g.] Intranet, Wahoo and the HR Helpdesk response system as examples. Ensure requests are in line with SPC policies and process accordingly. Respond to all HR Helpdesk queries in a timely manner, seeking assistance from HRBP's or HR Manager as and when required. Interpret situations that are not covered under existing policy before escalating to the HR Manager and investigating if there are any precedents. General aspects of HR duties, back up support for the HR Suva team. Portfolio training plans for HRO and HR Policies and procedures determined and delivered. Frequent face-to-face contact is made with portfolio employees. 	<ul style="list-style-type: none"> HR help desk tickets are resolved within 24-48 hours of receipt. Actions demonstrate excellent customer service through reliable, efficient and accurate execution of service requests. Where appropriate or as directed, actively seek feedback regarding service delivery from stakeholders/users/customers and input into continuous improvement initiatives and activities. Annual training plans met and delivered in accordance with department agreements. Workforce visits to Divisions within portfolio scheduled and attended. Co-facilitate HR/Director meetings as agreed
<p>KRA 4 – Specific HR focus area rotation</p> <p>Contract Process Lead</p> <ul style="list-style-type: none"> Serves as contracts process lead for Fiji offering guidance and assistance to HR Business Partners on contract matters as and when required. Acts as the custodian of country employment contract templates. Administers the Six Year Rule and Master Spreadsheet and ensure all contracts are 	<ul style="list-style-type: none"> Submission of staff and dependants list to medical insurer when new staff join SPC, new dependents are added and staff leave SPC to ensure an updated record is maintained at all times, as needed. Staff accommodation and travel requirements are administered in accordance within policy. Staff contracts are managed within SPC policy and timelines for renewal, extensions,

<p>maintained on the spreadsheet</p> <ul style="list-style-type: none"> Responsible for all local contracts being completed on standard documentation including contract renewals, variations and amendments. Assist with the interpretation of work permit situations that are not covered under existing protocols before escalating to the HRBP's or HR Manager and investigating if there are any precedents. Other focus area rotations may occur from time to time including: Medical Insurance liaison and renewal and MOFA and Immigration Liaison 	<p>amendments and variations.</p> <ul style="list-style-type: none"> Accurate information maintained on the status of annual contract reviews. Work permit delays and problems are dealt with in a timely manner.
<p>KRA 5 – Providing support to wider HR Function</p> <ul style="list-style-type: none"> Participate in Team Meetings and processes to provide integrated HR support for SPC. Actively contribute to the HR department's strategic planning process. Support wider HR Team in the day to day management of the Performance Development System (PDS): objectives setting, performance management, development and improvement planning, people review (succession planning, 6-year rule), workforce planning. Support wider HR team across the HR spectrum with HR projects including process improvement, policy updates, capacity building and training, and writing Standard Operating Procedures. 	<ul style="list-style-type: none"> Participation and input; supports the whole team approach. The PDS processes are proceeded in a timely and relevant manner. Wider HR activities are supported in a timely way. The advice provided to managers and staff' is relevant and useful. A 'can do' attitude is evident, and tasks are completed in a timely fashion to a professional standard. Timeliness of projects and activities. Reliable, efficient and accurate execution of HR staff requests.

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and supervisor as part of the performance development process.

Work Complexity:

Most challenging duties typically undertaken:

- HRIMS / Wahoo online data management and support
- Complex staff issues and interpretation of SPC policies
- Managing workloads at peak periods i.e. end of month payroll

Functional Relationships and Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical
Internal	
<ul style="list-style-type: none"> • All SPC staff • HR, Admin and Finance, ICT teams across locations 	Communicating, information sharing, advising, Reporting, supporting, facilitating and cooperating
External	
<ul style="list-style-type: none"> • Other external clients as and when required 	Communicating, information sharing, advising, reporting, supporting, facilitating and cooperating

Level of Delegation:

The position holder does not have delegated authority under SPC's Manual of Delegations.
Makes decisions for acceptance of system data under Manger approved workflows and processes.

Person 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 jobholder 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"> • A bachelor's degree in human resource management, business management or related relevant area 	Post graduate qualification in Human resources

Knowledge / Experience

Essential:	Desirable:
<ul style="list-style-type: none">• Minimum of 3 years HR experience• Excellent organisational skills, time management and the ability to multi-task• Strong customer service skills• Familiarity with a dynamic and challenging multi – faceted environment• Be committed to quickly gaining an understanding of the organisation conditions, policies and procedures• Excellent verbal and written communication skills for effective communication in English• Strong interpersonal skills with ability to liaise with staff at all levels of the organisation• Excellent computer skills and proficiency in the use of MS Office, (Excel, Outlook, Powerpoint, Word) including relevant experience with a HumanResources Information System• Ensure confidentiality at all times• Ability to apply human resources rules and regulations in a fair and consistent manner• Ability to work in a multi-cultural, inclusive and equitable environment	<ul style="list-style-type: none">• Web-based HR system experience• Experience working in a large or regional organisation supporting an expatriate workforce

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 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

Personal Attributes

- Clear and effective communicator
- Ability to think creatively and solve problems
- Ability to contribute effectively to a team and provide back up support at all times
- Able to work independently

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 our work environment – including technological requirements or statutory changes. This job description is subject to further change as part of the Corporate Services review. Such change may be initiated as necessary by the Director Corporate Services. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.

