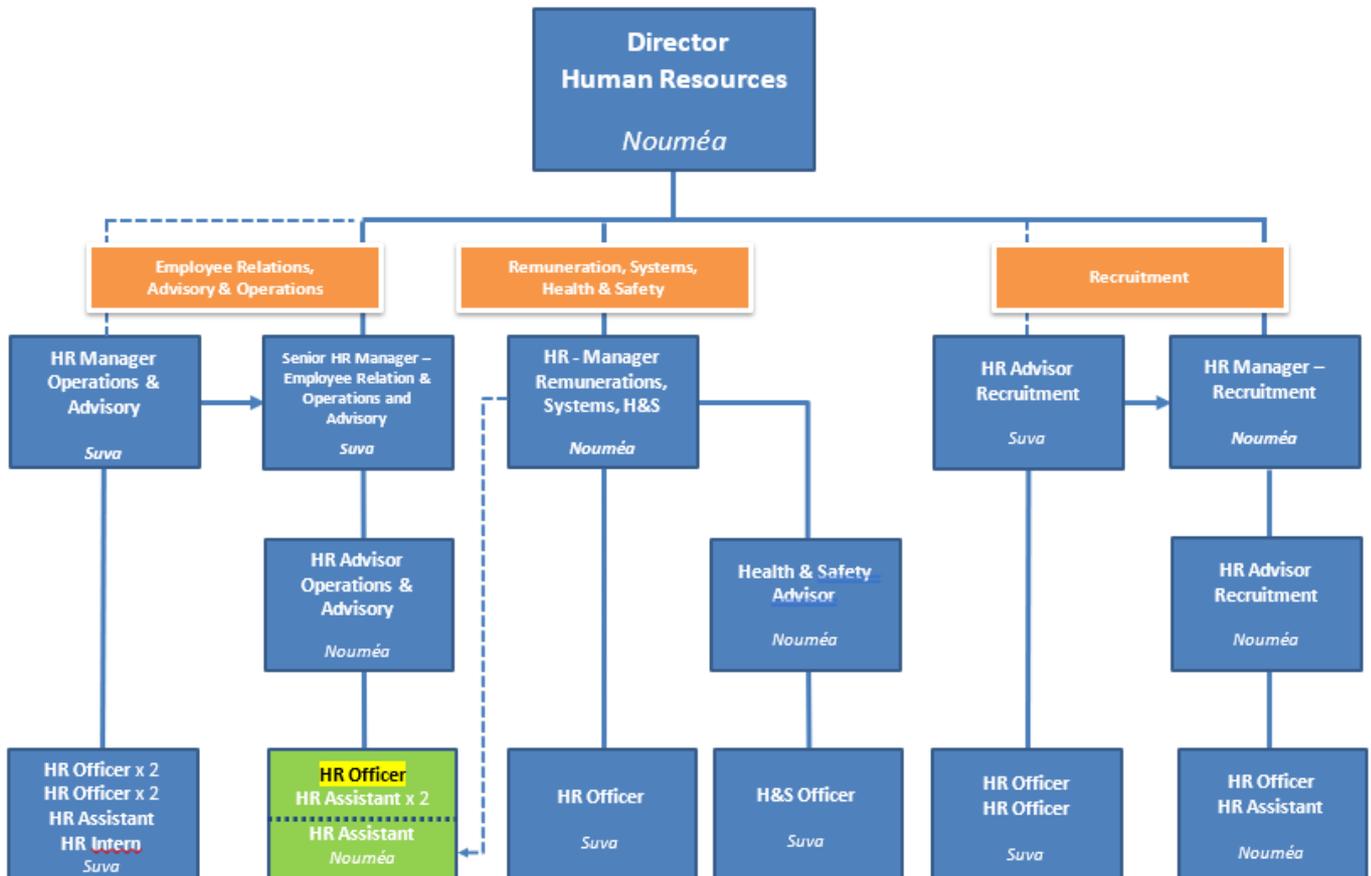




**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Human Resources Officer – Advisory and Operations</b>
<b>Division:</b>	<b>Operations and Management Directorate</b>
<b>Location:</b>	Noumea, New Caledonia
<b>Reporting to:</b>	Human Resources Advisor
<b>Number of Direct Reports:</b>	0
<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. Under the guidance of the HR Advisor, they support HR operations, policy advice and HR projects implementation.
<b>Date:</b>	October 2023

**Organisational Context:**



## 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:

- KRA 1: HR Services & Advisory 35%
- KRA 2: HR Projects 30%
- KRA 3: Policy/Process Development 20%
- KRA 4: Team Effectiveness 15%

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

<b>Jobholder is accountable for</b>	<b><i>Jobholder is successful when</i></b>
<p><b><i>KRA 1 – HR Services &amp; Advisory</i></b></p> <ul style="list-style-type: none"> <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.</li> <li>• Work 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 (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 HR Advisor with medical and life insurance processes.</li> <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.</li> <li>• Recruitment: Manage less than 3 months temporary contracts.</li> </ul>	<ul style="list-style-type: none"> <li>• Pro-actively support your divisional Portfolios in achieving their HR compliance and people management requirements.</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> <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> <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>KRA 2 – HR Projects</b></p> <ul style="list-style-type: none"> <li>• Assist the HR Advisor in the implementation of HR Projects</li> <li>• Provide administration for the project processes including: <ul style="list-style-type: none"> <li>○ Update and maintain project documentation.</li> <li>○ Arrange project meeting and produce minutes.</li> </ul> </li> <li>• Participate in the preparation of communication to managers, employees and HR.</li> </ul>	<ul style="list-style-type: none"> <li>• HR improvement projects are delivered on time and to the required standard.</li> <li>• Ensure accurate and up-to-date project documentation, and timely organization of project.</li> </ul>
<p><b>KRA 3 – Policy and Process Development</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>• 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>KRA 4 – Team Effectiveness</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> <li>• Foster an environment where professional, quality service is provided to customers (both internal and external)</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> <li>• High quality internal and external customer service is provided by the team.</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
<p><b>External</b></p> <p>Key external contacts are:</p> <ul style="list-style-type: none"> <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, reporting, supporting, facilitating and cooperating.</li> </ul>
<p><b>Internal</b></p> <p>Key internal contacts are:</p> <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>	<ul style="list-style-type: none"> <li>• Communicating, information sharing, reporting, supporting, facilitating, and cooperating.</li> </ul>

## 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 management or international business administration</li> </ul>	<ul style="list-style-type: none"> <li>• Master degree in human resource management or international business administration.</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 communicate and be credible with a wide range of people.</li> </ul>	<ul style="list-style-type: none"> <li>• Web based HR system experience</li> <li>• Ability to support managers and staff on a range of HR policies and procedures.</li> <li>• Experience providing HR services within the Development NFP/NGO sector and Pacific Island countries.</li> </ul>

<ul style="list-style-type: none"> <li>• Good level of computer literacy, confident using the Microsoft Office suite and able to learn new applications when required.</li> <li>• Excellent verbal and written communication skills for effective communication both in English and in French.</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>	
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**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"> <li>• Aptitude for the provision of high quality service and ability to provide proactive input into continuous improvement in the operations area.</li> <li>• Attention to detail, accuracy and interpersonal skills involving teamwork and collaboration to assist with other tasks in human resources.</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>• Ability to deal with confidential information in a professional manner and to set priorities successfully working with minimal supervision.</li> <li>• Written and verbal communication skills concerning HR policies and procedures</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>• Ability to navigate through HR systems and experience in HR data management.</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Knowledge of the Pacific region and cultural awareness.</li> </ul>

**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
- Customer focus
- 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.