



JOB DESCRIPTION

Job Title:	HR Officer – Remuneration and Systems Support
Division:	Operations and Management Directorate
Location:	Suva, Fiji
Reporting to:	HR Manager (Remuneration, Systems and Health & Safety)
Number of Direct Reports:	0
Purpose of Role:	The HR Officer will provide support to HR and all system users and contribute towards the design, testing, development, implementation and maintenance of the information systems, analytics and tools that support HR business processes and decision-making including remuneration reviews and market analysis.
Date:	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

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

- HR Reporting 20%
- HR System Administration and Support – Cornerstone/PayGlobal Support/ESS Support 50%
- Remuneration and Benefits Administration 15%
- Learning Management System Support 15%

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

Jobholder is accountable for	Jobholder is successful when
<i>KRA 1 – HR Reporting</i> <ul style="list-style-type: none"> • Compile and assist with data reports and summaries for HR i.e. leave reports, overall staff lists, new starter list, probation reports, PDS reports. • Extract tailored data for organisational wide audit reports. • Work with the HR team to maintain the accuracy of the HRIS ensuring it reflects the current status of staff including undertaking data quality checks. • Work with HR Adviser (Remuneration, Systems & HR Projects) to develop and implement monthly Master Data reports and provide HR Dashboards that will enable regular reporting to the Divisions. 	<ul style="list-style-type: none"> • Master Data template is in place to provide monthly data platform for single source of truth. • Consistent and regular reporting is in place for key metrics e.g. Leave, turnover, PDS reports etc as requested and when required. • HRIS system has minimal errors and data anomalies due to regular data cleanse and addressing root cause of issues and gaps. • HR is seen by the Divisions as a trusted source of data. • Regular data provision is improved in what we provide to the Divisions and the insights HR can provide. e.g. HR Dashboards – a plan or timetable for what can be provided is agreed with the Divisions by end of year.
<i>KRA 2 – HR Systems Administration and support – Cornerstone/PayGlobal Support/ESS</i> <ul style="list-style-type: none"> • First point of contact for resolution of HR queries and issues relating to the use of HR systems i.e. Cornerstone, ESS. Assist with data integration issues between PG and Cornerstone. • Assist HR Adviser to plan, modify and customise Cornerstone as and when required i.e. allocate performance tasks, update forms etc. • Act as HR system administrator for HR system and manage all related duties. • Provide user training for new starters and/or other HR staff when required. • Work with HR Adviser and HR team to prepare configuration guides, training materials, update intranet pages and documentation for HR systems training as and when required. • Provide system related training for PDS/ESS/Cornerstone/PG. • Work with system providers when required when changes/upgrades are implemented to provide input and ensure appropriate levels of testing are conducted. • Manage Wahoo helpdesk Support the annual PDS cycle. • Determine type of issue for all HR systems issues escalated and resolve and/or escalate to relevant parties. • Participate and contribute towards collaboration meetings between Finance/Payroll/IT/HR and suggest system improvements/enhancements where possible. 	<ul style="list-style-type: none"> • Issues are escalated and managed in a timely manner. • Every effort is made to identify root cause of issues to avoid recurrence and improve the system usability for staff. • Enhancements are identified and acted upon to improve the user experience and address current shortfalls, where possible. • HR System Admin duties are carried out promptly and proactively as required. • Training guides and Intranet pages are up-to-date and maintained. Documentation is prepared and provided where required. • Wahoo Helpdesk is actively managed, and all issues are resolved promptly or escalated appropriately. Documentation and resolution of issues is tracked. • System changes/upgrades/enhancements are implemented with minimal disruption – planned adequately with clear communication and engagement of all parties to ensure a smooth transition (in conjunction with HR Adviser for larger pieces of work). • PDS System is working well and there are no major disruptions to the PDS process during rollout across SPC. Feedback from the divisions is positive regarding the process. • All issues discussed during the meetings are addressed and records of discussions are maintained.

<p>KRA 3 – Remuneration and benefits administration</p> <ul style="list-style-type: none"> • Support the annual remuneration (GMI, PDS and allowances) changes to prepare for payroll processing. • Support annual salary and benefits surveys as required. • Support the HR Adviser Rem with job evaluation & maintaining certification in SP10 methodology. 	<ul style="list-style-type: none"> • HR Adviser (Rem) is kept informed and supported during these processes. • HR Team and Divisions are well supported during these processes (GMI, PDS) – queries are responded to in a timely manner, regular reports are provided as required, timelines are met for payroll and other cut-offs, where relevant. • Market Data Surveys are participated in where appropriate, timelines for data submission are met and inputs are of high quality. SPC receives market data reports that inform market movements and salaries for the countries we participate in. • PDS System Administration – see KRA 3. • Able to conduct job evaluations independently.
<p>KRA 4 – Learning Management System (LMS) Support</p> <ul style="list-style-type: none"> • Supporting the implementation of a learning management system <ul style="list-style-type: none"> ○ Testing, develop, UAT ○ Provide user training on rollout to HR, staff and managers • Work with HR Adviser and relevant stakeholders to prepare configuration guides, training materials, update intranet pages and documentation for LMS system training as and when required. • Support the HRD & HR Adviser Rem in coordinating online certification for staff e.g. <ul style="list-style-type: none"> ○ Performance Management ○ Risk Assessment ○ Health & Safety ○ Sexual harassment & bullying • Determine type of issues for learning management system are escalated and resolved and/or escalated to relevant parties 	<ul style="list-style-type: none"> • The learning management system is tested and working as it should during rollout. All test results and processes are documented. • All stakeholders are trained, and any issues escalated by users are addressed in a timely manner. • Training guides and Intranet pages are up-to-date and maintained. Documentation is prepared and provided where required. • All approved certification programmes are updated in a timely manner and monitored regularly. All necessary stakeholders are kept informed of any issues/progress reports as and when required. • LMS System is working well and there are no major disruptions to the process. Feedback from the divisions is positive regarding the process.

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:
<ul style="list-style-type: none"> • Working with various internal and external stakeholders to conduct research on cornerstone system improvements. • Working closing with Finance team on Pay Global issues resolution (where related to Cornerstone/Employee Self Service). • Assisting in the identification of potential risks to suggested solutions. • HRIMS / Wahoo online data management and support.

- Working with various stakeholders (this includes Internal IT, vendors, payroll) to conduct research on cornerstone system improvements.
- Assisting in the identification of potential risks to suggested solutions.
- Managing workloads at peak periods.

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, resolving minor issues Reporting, supporting, facilitating and cooperating User Testing systems changes Issue and risk identification relating to HR systems and data
External	
<ul style="list-style-type: none"> • Other external clients as and when required particularly external systems vendors: <ul style="list-style-type: none"> - Cornerstone - MYOB/DCX - PayGlobal, ESS. - Market Survey providers e.g. KornFerry, Birches 	Testing systems enhancements and updates. Explaining system-related issues in detail to vendors Problem solving systems related issues 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 Manager 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 a related discipline 	Post graduate qualification

Knowledge / Experience

Essential:	Desirable:
<ul style="list-style-type: none">• At least 5 years of HR experience• Excellent computer skills and proficiency in the use of MS Office, including relevant experience with a Human Resources Information System• Experience using HR Systems and supporting Employee Self service• Excellent numeracy skills particularly with Excel and designing spreadsheets• Excellent time management skills and organisational skills• Strong customer service skills• Familiar with working in 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• Be committed to providing excellent service to clients• 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• Experience with Cornerstone and/or PayGlobal systems• System Admin experience with HR systems and supporting Employee Self Service• IT or Payroll experience

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, Strong Excel skills
Working knowledge	HR policies and procedures, Documentation skills
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

- 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
- Good time management skills, and ability to prioritise workload

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.