



## JOB DESCRIPTION

**Job Title:** Human Resources Advisor – Operations and Advisory

**Division:** Operations Management Directorate

**Location:** Suva, Fiji

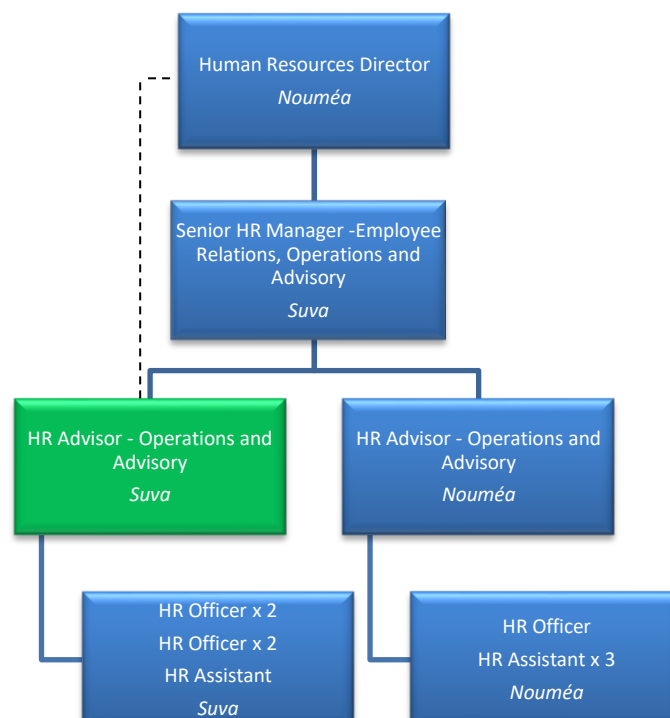
**Reporting to:** Senior Human Resources Manager - Employee Relations, Operations and Advisory.

**Direct Reports:** 5 direct reports

**Job Purpose:** The HR Advisor – Operations and Advisory is responsible for overseeing the management of the Operations and Advisory section of the HR Suva office. Reporting to the Senior HR Manager – Employee Relations, Operations and Advisory, the position will ensure that the HR operations are executed efficiently and effectively while ensuring that proper advisory and guidance is provided to managers and staff on all HR related matters in a timely manner. The position will provide employment relations support including support with case investigations, grievance handling and disciplinary while ensuring the organisation policies and procedures are adhered to accordingly. The position will lead a dedicated Operations and Advisory team to ensure the implementation of people related services, policies and programs. An organisational wide oversight of learning and development is integral to this role, along with implementation of local organisational development and change management activities.

**Date:** June 2024

### Organisation Chart



## Key Result Areas:

The position of **Human Resources Advisor – Operations and Advisory** encompasses the following major functions or Key Result Areas:

- KRA 1: Management and accountability for Suva HR Operations and Advisory section **25%**
- KRA 2: Employee Relations Support **20%**
- KRA 3: Service Delivery **25%**
- KRA 4: People Management **15%**
- KRA 5: HR Projects and Deliverables **15%**

*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>Management and accountability for the Suva HR Operations and Advisory section (25%)</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and management of the Suva Operations and Advisory team and ensure effective service delivery of human resources services, human resources advice, and operations in alignment with the strategic direction of the Division.</li> <li>• Ensure the Suva HR team’s compliance with all SPC policies, procedures, and processes.</li> <li>• Streamline HR processes and deliver high quality, strategic and cost-effective HR solutions.</li> <li>• Promote diversity, inclusivity, gender equality and women’s leadership across the organisation.</li> <li>• Work closely with key stakeholders and managers to proactively support and facilitate timely HR support and advice.</li> <li>• Analyse HR trends and contribute to the development of remuneration and other HR policies.</li> <li>• Ensure a continuous improvement approach to maintaining the HR Helpdesk to enhance the service and experience for all Directors, line managers and staff on HR queries and services.</li> <li>• Develop relationships with key external stakeholders such as CROP agencies, and liaison with Fiji Ministry of Foreign Affairs and Fiji Immigration.</li> <li>• Provide accurate and high-quality information and advice to staff on all matters relating to relocation and repatriation, including work permit support.</li> </ul>	<ul style="list-style-type: none"> <li>• HR Operations and Advisory strategy is responding to organisational needs.</li> <li>• Provide strategic and specialised HR advice and support to SPC staff, managers and broader HR team.</li> <li>• Collaborative and inclusive professional relationships with clients across the organization are established, developed, and maintained.</li> <li>• HR procedures, processes, guidelines, and policies are monitored and improved on an on-going basis.</li> <li>• Review of HR processes and subsequent implementation are undertaken.</li> <li>• Ensure SPC attracts, develops, and retains human capability and capacity to support the organisation in the execution of its strategies.</li> <li>• Recognised by SPC managers and staff as a HR subject matter expert.</li> <li>• All HR activities are undertaken within the approved budgets.</li> <li>• Stay informed on the status of the escalated HR queries, provide the parties involved with information and sound advice.</li> <li>• Job evaluations are completed, and results are communicated to the business and across organisation on a consistent manner.</li> </ul>

<ul style="list-style-type: none"> <li>• Identify and escalate HRIS (ESS) system issues or minor enhancements as necessary.</li> <li>• Contribute strongly to the SPC job evaluation (SP10) system by completing evaluations, mentoring, developing and training other assessors in consultation with senior members of the team.</li> </ul>	
<p><b>Employee Relations Support (20%)</b></p> <ul style="list-style-type: none"> <li>• Provide support to the Senior HR Manager ER, Operations and Advisory with the management of employee relations cases and investigations including complex and sensitive cases such as grievances, disciplinary, appeals, health issues, long term absenteeism, fraud and corruption and harassment cases.</li> <li>• Provide advice and guidance to Managers and staff on employee relations matters including interpretation of the Manual of Staff policies and associated SOPs.</li> <li>• Provide guidance on the Grievance Handling process and staff complaint process where needed and ensure proper support to staff is provided including EAP counselling support.</li> <li>• Support managers with the implementation of staff Performance Improvement Plan (PIP) and ensure timely review and escalation where needed in line with PIP process and SPC policies and procedures.</li> <li>• Support managers and staff with conflict resolution to ensure conflicts are resolved at the very entry level and in supporting a harmonious workplace.</li> <li>• Support the management, tracking and documentation of ER cases, providing timely advice and guidance to the business to ensure cases conclude without delay.</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and coordinated support where needed on all ER case management as assigned by the Senior HR Manager ER, Ops and Advisory.</li> <li>• The ER processes are followed through thoroughly in accordance with the relevant processes as per the Manual of Staff Policies.</li> <li>• Managers and staff feel supported through the ER processes.</li> <li>• Timely and comprehensive advice is provided to managers and staff where needed.</li> <li>• Updated record keeping on all ER case management.</li> </ul>
<p><b>Service Delivery (20%)</b></p> <ul style="list-style-type: none"> <li>• Foster an environment where professional, quality service is measured, monitored, and provided to internal/external customers and stakeholders.</li> <li>• Participate to the collation, formatting and regular delivery of HR scorecards, analytics, and metrics.</li> <li>• HR transactions and operations are delivered efficiently, and effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Diverse KPIs &amp; metrics are continuously maintained and improved,</li> <li>• Effectively communicate HR metrics and insights to the HR team and stakeholders,</li> <li>• Develop and implement effective communication plans that promote understanding of HR policies and procedures,</li> </ul>

<ul style="list-style-type: none"> <li>• Ensure a high-quality customer service is being delivered to managers and staff in all locations.</li> <li>• Identify areas for process improvement and implementing changes to enhance HR operations and service delivery.</li> <li>• Ensure staff who utilise the HRIS are technical proficient in SPC HR systems (Cornerstone and Pay Global).</li> <li>• Management of the HR Service Desk and tracking of Service delivery for operations and advisory requests.</li> <li>• Conducts Job Evaluations and reviews Job evaluations.</li> <li>• Lead on Operations and Advisory audit requirements ensuring compliance and accountability.</li> </ul>	<ul style="list-style-type: none"> <li>• SPC's intranet is up to date and all the current rules, regulations, policies and procedures are available for download,</li> <li>• Process improvements are identified and implemented to enhance HR operations,</li> <li>• HR technology tools are effectively utilized to support HR operations.</li> <li>• Timely support to Audit requirements.</li> </ul>
<p><b>People Management (15%)</b></p> <ul style="list-style-type: none"> <li>• Manage and coordinate resources effectively and efficiently.</li> <li>• Manage staff performance, conduct fair, consistent, timely performance planning, review meetings and encourage open communication to discuss performance.</li> <li>• Actively schedule time to help staff development and be the best they can (training, learning, shadow mentoring, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• A positive work environment is created with promotion of collaboration and inclusivity within the team and across functions and other divisions in the organisation.</li> <li>• Create an environment which encourages the resolution of performance issues.</li> </ul>
<p><b>HR Projects and deliverables (15%)</b></p> <ul style="list-style-type: none"> <li>• Actively support the HR Director and HR Managers to contribute to the HR department's strategic planning process such as workplan, budget, and reporting.</li> <li>• Support the Senior HR Management team in coordinating key HRM, deliverables and inputs such as workforce &amp; succession planning, Ops and Advisory statistics and reporting and other input needed into SRC meetings or similar high-level meetings as required.</li> <li>• Support the implementation of HR projects that enhance the people function and provide the business with enhanced systems, processes, and technology solutions.</li> <li>• Provide support and guidance to the business on organisational change including</li> </ul>	<ul style="list-style-type: none"> <li>• Strong participation, inclusive collaboration, and advice to support the whole HR team strategy approach is demonstrated.</li> <li>• Proactive attitude is evident, and tasks are completed in a timely fashion to a professional standard.</li> <li>• Organisational change process is implemented in an effective and efficient manner with the support for impacted staff.</li> </ul>

<p>with restructures and reorganisation of the functional areas ensuring timely and effective implementation and support for staff during the process.</p> <ul style="list-style-type: none"> <li>• Champion and foster organisational change.</li> </ul>	
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**Note**

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

**Work Complexity:**

<p><b>Most challenging duties typically undertaken:</b></p> <ul style="list-style-type: none"> <li>• Leading, developing and managing a diverse team.</li> <li>• Influencing technical Directors on strategic human resources issues.</li> <li>• Resolution of complex human resource management issues.</li> <li>• Developing and maintaining effective relationships with key internal and external stakeholders.</li> <li>• Fostering and strengthening a professional human resources function in SPC.</li> <li>• Capacity to manage a high workload and work within tight timeframes, meeting multiple deadlines and such with limited resources.</li> <li>• Active participation and support on various HR projects &amp; organisational change.</li> </ul>
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**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• All SPC staff based in Fiji across all divisions and at all levels of the organization.</li> <li>• Executive, Directors and Programme Heads</li> <li>• HRD and HR Teams in based in different locations.</li> <li>• Legal, Procurement, Finance and Travel teams.</li> </ul>	<ul style="list-style-type: none"> <li>• Advising, explaining, collaborating, assisting, obtaining documentation and information, gaining cooperation, management and resolving conflicts.</li> <li>• Provision of advice on strategic HR processes and initiatives.</li> <li>• Cohesively work as a team on HR projects.</li> <li>• Advise and consult on organizational change.</li> <li>• Continuous improvement mindset.</li> </ul>
<p><b>External</b></p> <ul style="list-style-type: none"> <li>• Donors, Country Representatives and Officials.</li> <li>• Fiji Ministry of Foreign Affairs.</li> <li>• Fiji Immigration.</li> <li>• Auditors, evaluators, consultants, and analysts.</li> <li>• CROP agencies.</li> <li>• Suppliers and vendors.</li> </ul>	<ul style="list-style-type: none"> <li>• Explaining, collaborating, assisting, obtaining documentation and information, gaining cooperation, and negotiating.</li> <li>• Line Officials as appropriate; statutory organisations liaison on host country related issues for work permit and protocol related matters.</li> <li>• Collaborate where appropriate with CROP agencies.</li> </ul>

Key internal and/or external contacts	Nature of the contact most typical
	<ul style="list-style-type: none"> <li>Managing relationships and implementation of services / software</li> <li>Employment enquiries and appointment discussions and negotiations.</li> </ul>

### Level of Delegation

Routine Expenditure Budget: 0 €

Budget Sign off Authority without requiring approval from direct supervisor: 50 €

### 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 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>Postgraduate qualification in a relevant field such as human resource management, public or international business administration, or equivalent relevant work experience.</li> </ul>	<ul style="list-style-type: none"> <li>Master's degree in human resource management public, or international business administration.</li> </ul>

### Knowledge / Experience

Essential:	Desirable:
<ul style="list-style-type: none"> <li>At least 7-9 years of experience with strong emphasis on HR Operations and Advisory and Employee Relations including more than 5 years at an international level.</li> <li>At least 5 years of experience managing staff including mentoring, developing, training, appraisal, and performance management.</li> <li>Deep knowledge of HR policies, procedures and compliance requirements and with the ability to apply this knowledge to practical situations.</li> <li>Demonstrated experience in managing organisational change processes.</li> <li>Demonstrated ability to implement HR Operations strategies and to contribute to the streamlining and automation of HR Operations processes in a fast-paced environment.</li> <li>Ability to guide, support and coach managers on HR policies and effective HR processes.</li> </ul>	<ul style="list-style-type: none"> <li>Practical HR Operations and Advisory work experience in a developing country environment, preferably in the Pacific Island region.</li> <li>Knowledge of job evaluation method(s).</li> <li>Experience in HR project management.</li> <li>HR Learning and Development knowledge, skills and experience.</li> <li>Excellent time management skills and organizational skills.</li> <li>Experience in diverse HR systems and databases.</li> <li>Excellent computer skills and proficiency in the use of MS Word, Excel and Power Point.</li> </ul>

<ul style="list-style-type: none"> <li>• Excellent command of English with excellent verbal and written communication and people skills for effective communication.</li> <li>• Ability to liaise with staff at all levels of the organisation.</li> <li>• Ability to work in a multi-cultural and inclusive environment.</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>• Human resources management.</li> <li>• Leadership.</li> <li>• Strategic awareness and planning.</li> <li>• Decision making and problem solving.</li> <li>• People management skills.</li> <li>• Political awareness.</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>• Knowledge of and ability to solution major issues in HR Operations &amp; Advisory in Fiji.</li> <li>• Ability to navigate strategically and culturally in complex environments.</li> </ul>
Working Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of the Pacific region and cultural awareness.</li> <li>• Promptly responding to multiple, ad-hoc and concurrent requests for advice, inputs or expertise while pursuing agreed HR work priorities.</li> <li>• Attention to detail, accuracy and interpersonal skills involving teamwork and collaboration to assist with other tasks in human resources and corporate services.</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>• Diversity of tasks requiring a range of different skills and flexibility.</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
- 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 our work environment – including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.