

Performance Management Support Officer

South Africa

This assignment has been negotiated in good faith with the Partner Organisation, and the information contained was correct at the time of acceptance of the request. However, while we take responsibility for matters under our direct control, all assignments and arrangements are subject to change. This assignment may be amended or withdrawn to reflect changes in circumstances.

ASSIGNMENT DETAILS

Assignment title	Performance Management Support Officer		
Partner Organisation	South African Institute of International Affairs (SAIIA)		
Location	Johannesburg, South Africa		
Website of Partner Organisation	www.saiia.org		
Duration of assignment	12 weeks	Start date	7/06/2021
Type of assignment	Remote	Australian Organisation	N/A
Time commitment	Full time (25 hours per week or more) (Remote volunteers only)		

PARTNER ORGANISATION OVERVIEW

The South African Institute of International Affairs (SAIIA) is South Africa's premier research institute on international issues. As an independent, non-governmental think tank SAIIA has a long and proud history of providing thought leadership in Africa. They are both a centre for research excellence and a home for stimulating public discussion. All research outputs are available free of charge.

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Assignment details
<p>Assignment overview</p> <p>SAIIA requires support with the introduction of a performance management process and culture within the team.</p> <p>The volunteer would be required to help review all elements of the performance management process, from ensuring job descriptions are up to date and consistent, to ensuring these job descriptions are mapped to a performance management template, to devising the performance review process (possibly online) and then training the team on all of the above.</p> <p>The volunteer would also be required to make a recommendation about the performance review tools to be implemented, with a view to a potential "blended"/continuous approach that utilises online tools and templates. This would entail reviewing various suppliers, evaluating the options and presenting the preferred solution.</p> <p>As part of this assignment, the volunteer would also be asked to evaluate staff retention and loyalty models to increase staff motivation. Included in this scope is the introduction of targets (mainly financial) that may be incentivised.</p>

Assignment objectives
<p>To help develop a standardised, easy to use and time-efficient approach to performance management (including incentive schemes) that creates a culture of performance excellence.</p>
<p>To help develop tools and templates for managing performance, with the potential to introducing online solutions.</p>
<p>To train the team and ensure they are comfortable and proficient in using the new tools.</p>
<p>To include all people directly affected by the volunteer assignment in the Partner Organisation and community, using strategies that promote: gender equality; inclusion of youth; inclusion of people with a disability; child protection and safeguarding; inclusion of marginalised groups.</p>

Duties and responsibilities of the volunteer
<p>Understand and review the current SAIIA performance management system, historical target-setting challenges, and review the job descriptions and KPAs set for the team</p>
<p>Help develop options for new approaches based on global best practices and present for feedback and approval.</p>
<p>Build tools (possibly online) and conduct user testing.</p>
<p>Introduce and train the team on the new tools.</p>

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Selection criteria

Strong Human Resources / People and Culture credentials with experience in introducing performance management processes in flat, non-hierarchical organisation structures
Understanding of the research/ think tank/Not for Profit sector would be beneficial with respect to the approach towards academic/research vs support team staff
Financial literacy is critical, preferably in the form of Excel skills, in understanding target calculations and incentive options
Excellent communication skills and ability to listen carefully to concerns
Experience of building capacity through training workshops, one-to-one support, developing modules that are easy to understand and follow

Desirable skills, language and experience
English - first language
Relevant experience in a HR/P&C role
Experienced trainer, especially in an online environment

Line Manager	Director of Business Operations supported by HR Practitioner
Staff Supervision	No
Working relationships	<i>The volunteer will be supported by SAIIA's HR Practitioner and the Director of Business Operations</i>
Hours and days of work	Flexible and able to account for time zone difference
Leave	N/A
Professional indemnity insurance <small>(Required for all volunteers who are acting as a medical, allied health or legal professional whilst on assignment.)</small>	<i>No - This assignment is not deemed to require professional indemnity insurance</i> The volunteer should consult the partner organisation about the need for professional indemnity insurance for the role prior to departure. Where required and/or considered essential to hold this insurance, please discuss this with the Volunteer Services Manager in Melbourne prior to departure.

LIVING AS A VOLUNTEER

The Australian Volunteers Program supports volunteers from preparing to go on assignment through to returning home. For a full breakdown of support provided, please visit: <https://www.australianvolunteers.com/volunteering/lifestyle-and-support/>

Living allowance	30 AUD per week
Accommodation allowance	N/A
Language support	400 AUD
Country profile	Learn more about the host country location by reading the country profile. We encourage candidates to research the specific location of this assignment as it will be discussed and https://www.australianvolunteers.com/countries/sa

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HOW TO APPLY

All applications must be submitted online through the Australian Volunteers Program website. If you have not already done so, you will need to register on our website prior to applying. For more information about how to apply, please visit:

<https://www.australianvolunteers.com/volunteering/how-it-works>

We actively support and encourage people of all backgrounds and abilities to volunteer internationally, and aim to make the program as accessible and inclusive as possible. The program has a dedicated Indigenous Programs Coordinator to support Aboriginal and/or Torres Strait Islander volunteers, who can be contacted at indigenouspathways@australianvolunteers.com. Access and inclusion plans are available for volunteers with disabilities, to ensure their assignments and living and working arrangements are made more

Personal circumstances

Due to security, cultural, legal or visa restrictions associated with this location, we ask that applicants disclose:

- If they want their same-sex partner to accompany them on assignment.
- If they want their partner, to whom they are not legally married, to accompany them on assignment.
- If they want their child(ren) to accompany them on assignment.
- If they have a criminal conviction where a criminal conviction may be relevant to the inherent requirements of the assignment.

(Delete any that do not apply)