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|  | **JOB DESCRIPTION** |

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| Job Title: | **Manager, Human Resources**  |
| Work Unit: | Operations Management Directorate  |
| Responsible To:Number of direct reports:  | Human Resources Director, Noumea4 direct reports - supporting a workforce of approx. 350 employees. |
| Job Purpose: | The Manager will guide and manage the overall provision of Human Resources services, policies and programs within SPC Suva. This role will lead the Human Resources practices and objectives to provide an employee-orientated and high performance culture which promotes empowerment, equality, productivity, goal attainment, ongoing development of the workforce. Reporting to the Human Resources Director, the position holder will coordinate the implementation of people related services, policies and programs through the Human Resources team; and assist and advise SPC Directors, line managers and employees on Human Resources matters. 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: | April 2021  |

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| **Organisation Chart** |

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| **Key Result Areas:** |

The position of **Manager, Human Resources** is responsible for SPC’s human resources services as it pertains to the Suva Regional Office. The position encompasses the following major functions or Key Result Areas:

1. Provide leadership and management of the Suva Human Resources Department that ensures effective service delivery of Human Resources services, advice, and operations in alignment with the strategic direction of the division.
2. Provide appropriate advice, leadership and guidance on change management.
3. Lead and manage the organisation wide learning and development framework, including the implementation of SPC specific training and leadership development programs.
4. Coordinate the strategic planning processes for the Suva HR Department and assist the Director in developing and implementing the overall departmental strategic plan.
5. Routinely provide specialist professional and technical advice, support, guidance, education and coaching for Directors, Managers and Employees on current and future people related matters.
6. Assist the business partners in providing appropriate advice, guidance and leadership in managing complex employment relations issues, workforce re-alignments, and people management matters.
7. Assist the Director in ensuring the team is compliant with all SPC’s legal obligations, policies and procedures and build SPC’s compliance with staff rules, regulations and HR policies within assigned region.
8. Maintain relationships with external Government bodies to ensure the smooth transition of staff related issues.

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

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| **Job holder is accountable for** | **Jobholder is successful when** |
| Provide leadership and management of the Suva Human Resources Department that ensures effective service delivery of human resources services, human resources advice, and operations in alignment with the strategic direction of the Division. | * Staff are managed and supervised to achieve objectives and to create an environment that promotes high performance, collaboration, staff development and succession planning
* Structure of the team and section is adapted and modified as need requires
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| Provide appropriate advice, leadership and guidance on change management, staff engagement, staff development and implementation of SPC specific training and leadership development programs | * Timely and comprehensive advice is provided on key organisational development issues
* Changes processes reflect fairness and integrity
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| Lead and manage the organisation wide learning and development framework, including the implementation of SPC specific training and leadership development programs. | * Training programs are fit-for-purpose and deliver a return on investment
* Staff and line managers are equipped with the tools and resources to drive higher levels of workforce engagement
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| Coordinates the strategic planning processes for the Suva Human Resources Department and assist the Director in developing and implementing the overall departmental strategic plan. | * Strategic planning occurs for the Human Resources Department, linking objectives with the HR Division business plan
* Risks within human resources projects and infrastructure, are identified and mitigated
* Opportunities for synergies and systems improvements are identified and acted upon
* In close coordination with the HR Director, Human resources rules and policies are updated and implemented, and harmonised
* Human resources functions, including HR advice and are delivered efficiently and effectively
* Department staff meet the KPIs set out in the OMD business plan, including client satisfaction
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| Routinely provide specialist professional and technical advice, support, guidance, education and coaching for Directors, managers and employees on current and future people related matters.  | * Relationships with directors, line managers and employees are robust
* Timely and comprehensive advice is provided on key issues that pose significant risks to SPC
* Excellent working relationships with other CROP agencies are built and maintained
* Client relationships with internal stakeholders are managed
* Services implement a customer-service focus and approach
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| Assist the business partners in providing appropriate advice, guidance and leadership in managing complex employment relations issues, workforce re-alignments, and people management matters. | * Timely and comprehensive advice is provided on employment relations issues
* Line managers and staff appropriately supported during workforce re-alignment processes
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| Assist the Director in ensuring team’s compliance with all SPC’s legal obligations, policies and procedures and build SPC’s compliance with staff rules, regulations and HR policies.  | * Appropriate support is provided to the Director to ensure HR rules, policies and procedures are reviewed, updated and implemented to build SPC’s compliance with international standards in human resources
* Team adheres to SPC policies, including procurement and travel
* Team meets their legal obligations
* SPC adherence to HR rules and policies improve and are applied
* HR Department contributes to regular reporting
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| Maintain relationships with external Government bodies to ensure the smooth transition of staff related issues. | * Issues are resolved in a timely manner
* Regular meetings are held at the Protocol Officer level within Ministry of Foreign Affairs
* Staff are aware of the HR role in liaison with government bodies
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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.

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| **Work Complexity:** |

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| Most challenging duties typically undertaken: |
| * Leading and managing a diverse team
* Influencing the Technical Directors strategic human resources issues
* Management of high workload with limited resources
* Resolution of complex human resource management issues
* Fostering and strengthening a professional human resources function in SPC
* Developing robust relationships with key stakeholders
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| **Functional Relationships & Relationship Skills:** |

| **Key internal and/or external contacts** | **Nature of the contact most typical** |
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| * **Internal**
* Director Human Resources
* Deputy Director-General Suva
* Deputy Director-General Noumea
* Executive
* Senior Leadership Team
* Suva divisions and programmes
* Other support services
* Staff
 | * Providing strategic advice
* Interpretation and application of human resources policies
* Support for line managers in dealing with difficult or sensitive issues
* Managing client relationships and expectations
* Management and supervision
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| * **External**
* Counterparts in CROP agencies
* Ministry of Foreign Affairs in Fiji
* International agencies
* Contractors
* Other public and private partners
* External legal counsel
 | * Collaborate where appropriate with CROP agencies
* Explain requirements to local counterparts and suppliers
* Liaison for HR related litigation or related matters
* Line Officials as appropriate; statutory organisations liaison on host country related issues for work permit and protocol related matters
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| **Level of Delegation** |

The position holder:

* Does not manage an operational budget
* Can authorise up to 500 euros of costs of Training Budget
* Can make decisions on human resources issues as set out in the Manual of Delegations

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| **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

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| Essential:  | Desirable:  |
| * Advanced university degree (post-graduate qualification, Master’s degree or equivalent) in human resources, business, or other relevant field.
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**Knowledge / Experience**

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| Essential:  | Desirable:  |
| * **At least 12 years of experience with a proven track record of strong human resources management within private, public or not for profit, non-governmental sectors.**
* **At least 5 years of experience operating at a senior level within Human Resources**
* **At least 5 years of learning & development experience.**
* Knowledge and experience in employment law, compensation, performance management, recruitment, employee relations, safety, employee engagement, and employee development.
* **Excellent leadership, change management and staff management skills.**
* **Self-management skills.**
* **Ability to take initiative, motivate, inspire and promote teamwork.**
* **A collaborative, inclusive and solutions-focused mindset.**
* **Significant experience in providing advice on complex employee relations issues, and in development of human resources policies.**
* Demonstrated cultural sensitivity and awareness, and the ability to effectively work with team members from different cultural backgrounds.
* Demonstrated ability to develop effective working partnerships and proven interpersonal, mediation and consultation skills.
* Excellent written and oral communication skills for effective communication in English.
* Experience working in the Pacific region is desirable.
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**Key Skills /Attributes / Job Specific Competencies**

The following levels would typically be expected for the 100% fully effective level:

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| Expert level | * Human resources management
* Leadership
* Strategic awareness and planning
* Decision making and problem solving
* People management skills
* Political awareness
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| Advanced level | * Cross-cultural skills and ability to work with team members from different cultural backgrounds
* Collaboration and consultation
* Negotiation and influencing skills
* Change management
* Mediation
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| Working Knowledge | * Computer skills
* Ability to understand and explain business models and financial strategy
* Ability to travel
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###### 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**

* Adaptability
* Good planning and organisation skills
* Result oriented
* Honesty
* Good sense of commitment and responsibility
* Customer focus
* Working experience in dealing with customers of different background and culture

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| **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.

**Approved:**

Manager/Supervisor Date

Employee Date