



The Commonwealth

JOB AND PERSON SPECIFICATION

Job Title: HR Officer - HR Operations

Division: Human Resources Division

Grade: K

Reports To: Head of HR Operations

General Information

The Commonwealth Secretariat is the principal intergovernmental body of the Commonwealth, responsible for advancing and achieving the shared goals of the association's 53 member governments in advancing democracy, development and respect for diversity.

The Secretariat is headed by the Secretary-General who, as the Chief Executive of the organisation, is responsible and accountable for overall leadership, management and delivery.

It has an annual budget of approximately £50 million and currently a staff of approximately 300.

The Human Resources Division supports and facilitates the translation of the Commonwealth mission and values and our 2013-2017 Strategic Plan into people policies and practice that seek to maximise the potential of our people and to create an environment that people can give of their best.

The division leads on the development and implementation of the People Strategy, ongoing HR policy development, review and implementation, resourcing and contract administration for staff in London, New York and Geneva, as well as for consultants and long-term experts for field assignments in the Commonwealth member states. The division also leads on organisational development areas such as performance management, learning and development, people planning, reward management, HR Information Systems, employee relations and change management.

Job Summary

The postholder is a member of the HR Operations Section (HROS), managed by the Head of HR Operations and works with 3 HR Advisers, one other HR Officer and a Young Professional Programme Officer. The Section provides effective and efficient day to day service on the following operational human resources work streams: human resource planning, recruitment and selection, contract administration and



management, administration of pay and benefits, fostering good employee relations, line managers' people management capacity, learning and development and performance management. The Section works closely with the division's Organisational Development and Systems Section to ensure that the organisation has effective people management frameworks and systems to underpin excellent HR services. To provide this excellent service, the HR Operations Section will be customer focussed, partner with managers and advocate for a working environment that maximises the potential of our staff.

The postholder is responsible for providing excellent, proactive, customer focussed operational support on recruitment, selection and contract administration across HQ and Commonwealth Fund for Technical Co-operation consultants. The postholder will also assist the HR Advisers and Head of HR Operations on providing advice on terms and conditions of service to staff and to provide first line of advice to applicants.

Task Description

The post-holder:

1. Contracts with the HR Advisers to manage the whole recruitment campaign cycle of HQ staff within designated client groups, including advising on job descriptions/terms of reference, advertising, undertaking short-listing, sitting on selection panels and making job offers. Liaises with key suppliers such as recruitment agencies, online psychometric testing providers, and advertising agencies.
2. Contracts with the HR Advisers to manage the whole recruitment campaign cycle of CFTC long and short term consultants and consultancy firms for specific in-house projects and/or overseas assignments in Commonwealth member countries and Commonwealth regional organizations.
3. Ensures that resourcing requirements and documentation comply with the HR Handbook policies and Procurement Manual and advises client groups on policy and process compliance. Raises for the attention of the Head of HR Operations on complex or out of norm issues that may require cross divisional approach or solutions or organisational policy review.
4. Prepares contractual documentation for approval of the Director of HR such as employment contracts, letters of agreement, development arrangements and any other contractual agreements (such as contract renewals and contract extensions) related to London based staff and CFTC consultants.
5. Supports the Young Professional Officer (HR Operations) to administer candidate tracking and management on the HR system and assists in developing and implementing an Applicant Tracking System for recruitment.



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6. Ensures that knowledge is up to date on the latest recruiter tools and suggests improvements to enhance the organisation's capacity to attract talent across the Commonwealth.
7. Together with the Young Professional Officer (HR Operations) supports the HR Advisers on onboarding requirements such as devising onboarding schedule, starter requirements, arranging international relocations and administration of commencement payments for designated client groups.
8. Assists the HR Advisers on the succession planning process and contract management procedures within client groups, ensuring that staffing information and reports are available.
9. Supports the Young Professional Officer (HR Operations) to maintain and update staff information on the HR system relevant to client groups. Liaises with the HR Officer - Systems and Analytics to ensure that HR Systems remain fit for purpose and supports any change requirements.
10. Provides feedback and updates to the Head of HR Operations on operational system usage as they relate to the Applicant Tracking System, HR Self Service, Open HR, Content Management System, Scan Share, Roster and other digital technology as they arises.
11. Participates in and or undertakes projects as delegated by the Head of HR Operations including the review and development of HR policies and procedures and supporting organisational change processes.
12. Performs any other duties as may be required from time to time.

Person specification

Education:

- A first degree in Social Sciences, Behavioural Sciences, Business Administration or fields related to the role from nationally recognised institutions.

Desirable:

- A post graduate qualification in human resources management, employee relations, organisational behaviour, organisational psychology, learning and development or other disciplines relevant to the post.
- Membership of a nationally recognised professional human resource body such as CIPD, SHRM etc. obtained through professional experience and/or educational route.

Experience and knowledge:



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- At least 3 years' experience in human resources management, particularly in areas of resourcing, contract administration and pay and benefits administration.
- Experience of supporting high volume recruitment activities across a wide variety of roles and professional sectors.
- Experience of using a variety of selection methods and assessment tools.
- Experience in providing advice to managers and staff on recruitment and selection and contractual provisions.
- Experience of working in cross cultural environments.
- Extensive experience of using electronic HR systems for recruitment and staff database.
- Experience of working under pressure, and deploying a flexible approach to changing priorities.
- Experience of working in an HR team.

Desirable:

- Experience of working within an international organisation.
- Experience of running assessment centres and/or administrating Psychometric tools.
- Experience of running online assessments or other online selection tools.

Competencies

Applicants should be able to demonstrate:

Working with Others

- Regularly shares information of value with colleagues
- Shows commitment to delivering on key agreements made to colleagues
- Makes an effort to view a situation from the other party's perspective as well
- Demonstrates awareness and sensitivity to colleagues' pressures
- Utilises networks to ensure similar goals are achieved collaboratively
- Develops long term relationships across cultures and/or geographical boundaries
- Uses relationships to identify the best people to help in the completion of tasks
- Tactfully deals with difficult people to gain buy-in and manage their expectations

Communication

- Interacts and communicates effectively with internal/external contacts
- Ensures information is communicated to all the appropriate people
- Provides feedback to more senior colleagues effectively, providing justification where necessary
- Uses the correct method of communication, depending on the message and the audience
- Anticipates objections in dialogues and prepares convincing responses
- Delivers difficult messages with tact and sensitivity

Planning and Analysis

- Schedules activities according to deadlines and importance
- Liaises with various parties in diverse locations to organise activities
- Agrees new timescales when faced with competing activities
- Balances a focus on detail with a broader perspective
- Effectively interprets inquiries and quickly identifies elements that do and do not fall within their remit, dealing with them appropriately

Developing & Applying Expertise

- Takes advantage of opportunities to develop an area of expertise
- Takes learning from previous experience and applies them appropriately
- Demonstrates willingness to learn new skills and/or approaches

Respect for Diversity

- Works effectively with people from all backgrounds.
- Treats all people with dignity and respect. Treats men and women equally.
- Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.
- Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.
- Identifies biases in systems & processes



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Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Adapting and Innovating

Recognises opportunities for improvement and proposes change with impact and effect

Helps others evaluate and strengthen ideas

Quickly grasps new concepts and how to apply them

Demonstrates flexibility e.g. by working beyond own remit in order to achieve an objective inter alia

Will effectively reorganise activities when faced with changing contexts and demands

Welcomes and adapts to new ideas and/or approaches

Adapts personal style to meet the needs of others