



The Commonwealth

## JOB AND PERSON SPECIFICATION

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**Job Title:** HR Officer - Systems and Analytics

**Division** Human Resources Division

**Grade:** I

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**Reports To:** Head of Organisational Development and Systems

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### General Information

The Commonwealth Secretariat is the principal inter-governmental 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 post holder is part of the Organisational Development and Systems Section, together with the Head of Organisational Development and Systems (ODS), the HR Projects Adviser - Pay and Benefits and a Young Professional Programme Officer. The Section leads on providing an effective people management framework and systems to underpin the division's operations and effectiveness and to provide a working environment that engages our staff and maximises on their potential.

The post holder leads on the management and ongoing development of the HR systems as a system administrator, data manager and technical expert. This requires strong collaboration and interface between users in HR, the IT section and our system provider. The post holder also

leads on the provision of management information, operational reporting and HR metrics for the division and the wider organisation to underpin our delivery and development of HR interventions and for performance measurement purposes.

### Task Description

The post-holder:

1. Acts as the technical expert and focal point of contact for all systems requirements and communication, both within the division and with key working contacts such as the IT Section, the Web team and the system providers.
2. Provides support and coaching to HR colleagues in relation to day-to-day queries regarding their general usage of the existing HR Systems (Open HR, CMS, Scansnap) and other systems in development.
3. Liaises with the suppliers of the HR systems and the IT Section to trouble shoot, discuss system development, testing of applications and global updates on the various systems.
4. Leads on management information reporting and analysis for the division on talent data and HR metrics. In particular produce monthly HR Management Information reports; trend analysis, workforce planning reports, organisational charts, employee benefits reports for insurers, operational HR reports, monthly payroll reconciliation reports and other ad-hoc reporting requirements. Works closely with the Director of HRD and Head of OD and Systems on key reports and analysis.
5. Ensures quality control of data entered by HR colleagues into the system(s) through clear briefings and training.
6. Assists the Head of Organisational Development and System to identify training needs in HR and wider Secretariat staff in relation to the use of HR Systems and the HR Self Service for staff. Runs training sessions if required.
7. Assists the HR Project Adviser (Pay and Benefits) in reward benchmarking exercises, taking responsibility for HR data requirements and global data updates. Undertakes pay and benefits reporting as required.
8. Participates in and or undertakes projects as required and supporting organisational change processes.
9. Develops a good knowledge of sector good practice in relation to HR benchmarking metrics.
10. Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
11. Performs any other duties as may be required from time to time.

## **Person Specification**

### **Education:**

- A first degree in any subject from nationally recognised institutions.

### **Desirable:**

- A post graduate qualification in human resources management, management information system, computing 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:**

- At least 3 years' experience in working within a human resources team/department, primarily in areas such as HR systems, management information and HR metrics.
- Experience of operating HR Information and Applicant Tracking Systems and databases to a high level and experience of using digital technology for a wide variety of HR services and activities.
- Experience of organising and analysing large datasets, detecting and correcting errors, interpreting and reporting/presenting results in a meaningful way.
- Experience in producing a range of data reports for a variety of different audiences.
- Experience in providing support and advice on HR systems.
- Ability to function independently and as part of a cross-functional team.
- Detailed knowledge of Microsoft Office applications, most especially Excel (i.e. pivot tables, vlookups, etc.)
- Experience of working in cross cultural environments.
- Excellent oral and written communication skills with the ability to express ideas and information in a user-friendly, confident, organized and articulate manner.

### **Desirable:**

- Experience of working within an international organisation.
- Experience of implementing, reviewing or upgrading HR systems. Open HR System knowledge is highly desirable.
- Knowledge of Open HR and cloud based Applicant Tracking System

## Competencies

### **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

### **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

January 2015