JOB AND PERSON SPECIFICATION

Job Title: HR Officer, Business Partnering
Division: Human Resources & Facilities Management Division
Grade: K

Reports To: Human Resources Business Partner

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 54 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.

The People Management Strategy sets out the Secretariat’s goals as having: the best people; inspirational leaders; an innovative performance culture; a sustainable benefits and rewards; a supportive and enabling environment; and an effective and efficient divisional administration and use of people analytics.

The HR function is expected to continuously seek to align the Secretariat’s human capital capacity with its mission, capabilities and changing mandates to ensure that it carries out its functions effectively and efficiently. In addition, the HR Team develops and implements HR management policies, procedures and practices suitable for a modern international organization, taking into account the Secretariat’s needs, staff aspirations and good employer practices.

Job Summary

The HR Officer is part of the Human Resources and Facilities Management Division, and reports to the HR Business Partners. The HR Officer will provide effective coordination and support to the HR Business Partners in all activities related to employee relations, organising and scheduling Inductions, on-boarding activities, managing and maintaining accurate electronic processes and systems, and managing the contract renewals, exit and departures processes. The post holder will proactively support the delivery of HR processes at the client’s side and assist in building a strong business relationship.

Task Description

The post holder will support the HR Business Partners to undertake the following duties:
Induction Processes and Procedures

- Assist with the delivery of induction programmes for new starters including the delivery of induction sessions, preparation of schedules and liaison with other internal stakeholders.
- Develop robust internal processes for the induction and on boarding processes.
- Manage data for new starters including electronic and paper records.

Employee Relations and HR policies and processes

- Assist with the initial analysis of employee relations cases, as delegated.
- Produce initial HR advice to delegated client group, escalate to the HR BP as appropriate.
- Assist in ensuring that employee relations cases run in accordance with best practice and with the Secretariat’s rules and procedures.
- Assist in designing and developing evaluation processes for employee relations cases including lessons learned.
- Assist in ensuring that all HR policies and processes are accurately recorded and adhered to.

Performance Management

- Assist in ensuring the smooth implementation of the appraisal process and awareness of the performance appraisal process among staff members.
- Liaise with Line Managers to ensure that appraisals are done on time and the best performing staff are identified and rewarded.
- Analyse the performance appraisal returns, chase up late returns and draw any significant issues to the attention of HRBPs.
- Assist in the review and design of the performance management process.

Exit Processes and Procedures

- Assist with the delivery of exit processes for leavers’ including repatriation processes for overseas recruited staff members.
- Undertake exit interviews for designated client groups.
- Manage leavers’ data including electronic and paper records.
- Produce reports and useful evaluation statistics and undertake initial analysis of exit data.

Data management, contract renewals and reappointments

- Support HRBPs in ensuring accurate record keeping both in the HR system and paper records where necessary.
- Support HRBPs in administering contract amendments, extensions and issuing of contractual notice for all categories of Secretariat employees.
- Assist in devising and administering systems to ensure accurate monitoring and reporting of contract expiries and other processes.
- Run reports from the HR information system to support HR processes and provide management information.
Working with the Human Resource team, the post holder will be required to:

- Provide technical and administrative support.
- Ensure all suppliers are correctly setup with Finance Section and make amendments where necessary.
- Manage the HR security management system for staff identification.
- Process invoices and claims on the finance management information system (CODA).
- Liaise with external travel agencies to book flights for staff and experts in line with the travel policy.
- Negotiate with external suppliers to arrange shipment for staff and experts to and from home countries.
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat’s Gender Equality Policy.
- Perform any other duties as may be required from time to time.

Person Specification

Education

- A degree in human resources management or other related field, or equivalent qualification.

Desirable

- Member of the Chartered Institute of Personnel Management (CIPD) - Associate level or higher.

Experience and Knowledge

- In line with requirements in similar international organisations, at least 5 years’ progressive experience of working in generalist human resources.
- Experience in supporting and advising on employee relations cases
- Evidence of applying knowledge of employment law and best practice to employee relations cases
- Excellent oral and written communication.
- Knowledge and experience in using and administering HR information systems and associated reporting and self-service systems
- Ability to deal tactfully and diplomatically and maintain confidentiality with internal and external stakeholders
- A flexible approach to planning and managing work and to adapt to changing priorities whilst ensuring that deadlines are met.
- Excellent interpersonal skills and the ability to build and maintain effective relationships with colleagues and clients across all levels of the organisation
- Ability to solve problems with realistic and workable solutions
- Well-developed organisational and analytical skills
# Competencies

<table>
<thead>
<tr>
<th><strong>Respect for Diversity</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Works effectively with people from all backgrounds.</td>
</tr>
<tr>
<td>Treats all people with dignity and respect.</td>
</tr>
<tr>
<td>Treats men and women equally. Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.</td>
</tr>
<tr>
<td>Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Working with Others</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintains an open, respectful, and professional approach to others</td>
</tr>
<tr>
<td>Works as a team to achieve shared objectives</td>
</tr>
<tr>
<td>Uses empathy and cultural awareness to facilitate working relationships</td>
</tr>
<tr>
<td>Builds rapport with colleagues</td>
</tr>
<tr>
<td>Identifies individuals internally within Commonwealth Secretariat and externally to help achieve own objectives</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Developing &amp; Applying Expertise</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Makes attempt to improve knowledge skills and attributes through continued personal development.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Adapting &amp; Innovating</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Adapts to changing circumstances and work demands</td>
</tr>
<tr>
<td>Shows a willingness to proactively take on new challenges and responsibilities</td>
</tr>
<tr>
<td>Considers ways of doing own job better</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Accountability</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Takes ownership of assigned tasks, honours deadlines</td>
</tr>
<tr>
<td>Ensures timely delivery of outputs</td>
</tr>
</tbody>
</table>