

- Noumea-based position
- Attractive expatriate package
- Join the principal development organisation in the region

*The Pacific Community (SPC) invites applications for the position of **Human Resources Advisor (Operations & Advisory)** within its Operations and Management Directorate. This position will be located at its headquarters in Noumea, New Caledonia.*

## Description

The **Pacific Community (SPC)** is the principal scientific and technical organisation in the Pacific region, supporting development since 1947. We are an international development organisation owned and governed by our 27 country and territory members. In pursuit of sustainable development to benefit Pacific people, our unique organisation works across more than 25 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health surveillance, geoscience, and conservation of plant genetic resources for food and agriculture.

The **Operations and Management Directorate (OMD)** provides corporate services to all SPC Divisions and Programmes. It consists of three key departments: Finance, Human Resources and Information Services. OMD is focused on improving the effectiveness of systems, policies and management to provide high-quality customer-oriented services.

The role – the **Human Resources Advisor (Operations & Advisory)** will be responsible for providing operational and advisory support and assist in the implementation of HR policies and practices across Noumea and other assigned countries. He/she will ensure that HR operations are executed efficiently and effectively, while also providing guidance and support to managers and employees on HR-related matters

The key responsibilities of the role include the following:

### HR Operations & Advisory Management

- Ensure the coordination of timely and accurate processing of HR transactions.
- Oversee HR operations such as employee data management, benefits and allowances administration for payroll processing.
- Collaborate with HR team members to develop and implement policies and procedures.
- Provide guidance and advice to managers and employees on HR policies and procedures.
- Collaborate with other departments, such as finance, legal and procurement to ensure alignment and integration of HR operations with other business functions.
- Maintain up-to-date knowledge of visa administration processes and regulations.

### Service Delivery

- Foster an environment where professional, quality service is measured, monitored, and provided to internal/external customers and stakeholders.
- Participate to the collation, formatting and regular delivery of HR scorecards, analytics, and metrics.
- Ensure a high-quality customer service is being delivered to managers and staff in all locations.
- Identify areas for process improvement and implementing changes to enhance HR operations and service delivery.
- Management of the HR Service Desk and tracking of Service delivery for operations and advisory requests.
- Conduct and review Job evaluations.

### People Management

- Manage staff performance, conduct fair, consistent, timely performance planning, review meetings and encourage open communication to discuss performance.
- Actively schedule time to help staff development.

### HR Projects and deliverables

- Support actively HRD and HR Managers to contribute to the HR department's strategic planning process.
- In collaboration with the broader HR team, evaluate roles using the job evaluation methodology in use.
- Support the implementation of HR projects.

For a more detailed account of the key responsibilities, please **refer to the online job description**.

## Key selection criteria

### Qualifications

- Bachelor's degree in a relevant field such as human resource management, public or international business administration.

### Technical expertise

- At least 5-7 years of human resources experience, with a strong focus on HR operations, advisory & on-boarding.

- Proven ability to contribute to the streamlining and automation of the HR Operations.
- Deep knowledge of HR policies, procedures, and compliance requirements, and the ability to apply this knowledge to practical situations.
- Ability to apply human resources rules and regulations in a fair and consistent manner.
- Ability to manage multiple HR operations in different locations at any given time with varying deadlines and timeframes.
- Ability to facilitate and conduct discussion.
- Ability to advise, support and influence Managers throughout the HR Operations & Advisory process.
- Strong customer-service skills.

#### Language skills

- Excellent verbal and written communication skills for effective communication both in English and in French.

#### Interpersonal skills and cultural awareness

- Ability to work in a multi-cultural, inclusive and equitable environment.
- Knowledge of Pacific Island countries and territories is an advantage.

## Salary, terms and conditions

---

**Contract Duration** – This vacant position is budgeted for 3 years and is subject to renewal depending on funding and performance.

**Remuneration** – the **Human Resources Advisor (Operations & Advisory)** is a band 10 position in SPC's 2023 salary scale, with a starting salary range of 3,568–4,364 SDR (special drawing rights) per month, which currently converts to approximately XPF 540,472–660,991 (USD 4,781–5,847; EUR 4,529–5,539). An offer of appointment for an initial contract will normally be made in the lower half of this range, with due consideration being given to experience and qualifications. Progression within the salary scale is based on annual performance reviews. SPC salaries are not presently subject to income tax in New Caledonia.

**Benefits for international staff employees based in New Caledonia** – SPC provides subsidised housing in Noumea. Establishment and repatriation grant, removal expenses, airfares, home leave travel, health and life and disability insurances and education allowances are available for eligible employees and their eligible dependents. Employees are entitled to 25 working days of annual leave per annum and other types of leave, and access to SPC's Provident Fund (contributing 8 % of salary, to which SPC adds a matching contribution).

**Languages** – SPC's working languages are English and French.

**Recruitment principles** – SPC's recruitment is based on merit and fairness, and candidates are competing in a selection process that is fair, transparent and non-discriminatory. SPC is an **equal-opportunity employer**, and is committed to cultural and gender diversity, including bilinguism, and will seek to attract and appoint candidates who respect these values. Due attention is given to gender equity and the maintenance of strong representation from Pacific Island professionals. If two interviewed candidates are ranked equal by the selection panel, preference will be given to the **Pacific Islander**. Applicants will be assured of complete confidentiality in line with SPC's private policy.

## Application procedure

---

**Closing date:** 16 July 2023 – 11:00 pm (Noumea time)

**Job Reference:** SH000331

Applicants must apply online at <http://careers.spc.int/>

Hard copies of applications will not be accepted.

For your application to be considered, you must provide us with:

- an updated resume with contact details for three professional referees
- a cover letter detailing your skills, experience and interest in this position
- responses to all screening questions

Your application will be considered incomplete and will not be reviewed at shortlisting stage if all the above documents are not provided.

Applicants should not attach copies of qualifications or letters of reference. Please ensure your documents are in Microsoft Word or Adobe PDF format.

SPC does not charge a fee to consider your application and will never ask for your banking or financial information during the recruitment process.

#### Screening questions (maximum of 2,000 characters per question):

1. Using one example, please describe how you have recently deployed a client-focused approach to human resource advisory and operational work.
2. Outline your experience in implementing creative and effective solutions to improve HR operational processes and process delivery.
3. Do you have experience developing standard operating procedures and what steps did you take?
4. What were some of your biggest challenges in developing and managing a generalist HR team, and how did you deal with those challenges.