



Pacific
Community
Communauté
du Pacifique

- **Suva-based position (Fiji)**
- **Attractive expatriate package**
- **Join the principal development organisation in the Pacific region**

*The Pacific Community (SPC) invites applications for the position of **Human Resources Advisor – Operations and Advisory** within its Operations Management Directorate Division. This position will be located at its regional office in Suva, Fiji.*

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 organisation works across more than 25 sectors. We are known for our knowledge and innovation in such areas as fisheries science, public health, 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 – **Human Resources Advisor – Operations and Advisory** will oversee the management of the operations and advisory section of the HR Suva office. The position will ensure that the HR operations are executed efficiently and effectively while ensuring that proper advisory and guidance is provided to managers and staff on all HR related matters in a timely manner. The position will provide employment relations support including support with case investigations, grievance handling and disciplinary while ensuring the organisation policies and procedures are adhered to accordingly. The position will lead a dedicated Ops and Advisory team to ensure the implementation of people related services, policies, and programs.

The key responsibilities of the role include:

Management and accountability for the Suva HR Operations and Advisory section

- Provide leadership and management of the Suva Operations and Advisory team and ensure effective service delivery of human resources services, human resources advice, and operations in alignment with the strategic direction of the Division.
- Work closely with key stakeholders and managers to proactively support and facilitate timely HR support and advice.
- Analyze HR trends and contribute to the development of remuneration and other HR policies.

Employee Relations Support

- Provide support to the Senior HR Manager ER, Ops and Advisory with the management of employee relations cases and investigations including complex and sensitive cases such as grievances, disciplinary, appeals, health issues, long term absenteeism, fraud and corruption and harassment cases.
- Provide guidance on the Grievance Handling process and staff complaint process where needed and ensure proper support to staff is provided including EAP counselling support.
- Support managers with the implementation of staff Performance Improvement Plan (PIP) and ensure timely review and escalation where needed in line with PIP process and SPC policies and procedures.

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.
- Identify areas for process improvement and implementing changes to enhance HR operations and service delivery.
- Ensure staff who utilize the HRIS are technical proficient in SPC HR & (Pay global) system.

People Management

- Manage and coordinate resources effectively and efficiently.
- Manage staff performance, conduct fair, consistent, timely performance planning, review meetings and encourage open communication to discuss performance.

HR Projects and deliverables

- Actively support the HR Director and HR Managers to contribute to the HR department's strategic planning process such as workplan, budget, and reporting.

- Support the Senior HR Management team in coordinating key HRM, deliverables and inputs such as workforce & succession planning, Ops and Advisory statistics and reporting and other input needed into SRC meetings or similar high-level meetings as required.
- Support the implementation of HR projects that enhance the people function and provide the business with enhanced systems, processes, and technology solutions.

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

Key selection criteria

Qualifications

- Post-graduate degree in a relevant field such as human resource management, public or international business administration, or equivalent relevant work experience.

Technical expertise

- At least 7-9 years of experience with strong emphasis on HR Operations and Advisory and Employee Relations including more than 5 years at an international level.
- At least 5 years of experience managing staff including mentoring, developing, training, appraisal, and performance management.
- Deep knowledge of HR policies, procedures and compliance requirements and with the ability to apply this knowledge to practical situations.
- Demonstrated experience in managing organizational change processes.
- Demonstrated ability to implement HR Operations strategies and to contribute to the streamlining and automation of HR Operations processes in a fast-paced environment.
- Ability to guide, support and coach managers on HR policies and effective HR processes.
- Ability to liaise with staff at all levels of the organization.

Language skills

- Excellent English communication skills (oral and written).

Interpersonal skills and cultural awareness

- Ability to work in a multicultural, inclusive and equitable environment.

Salary, terms and conditions

Contract Duration – 3 years – subject to renewal depending on funding and performance.

Remuneration – The **Human Resources Advisor – Operations and Advisory** is a band 11 position in SPC's 2023 salary scale, with a starting salary range of 3,091–3,864 SDR (special drawing rights) per month, which currently converts to approximately FJD 9,118–11,397 (USD 4,142–5,177; EUR 3,923–4,904). An offer of appointment for an initial contract will normally be made in the lower half of this range, with due consideration given to experience and qualifications. Progression within the salary scale will be based on annual performance reviews. Remuneration of expatriate SPC staff members is not subject to income tax in Fiji; Fiji nationals employed by SPC in Fiji will be subject to income tax.

Benefits for international employees based in Fiji – SPC provides a housing allowance of FJD 1,350–3,000 per month. 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 bilingualism, 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 Privacy Policy.

Application procedure

Closing Date: 4 February 2024 at 11:59pm (Fiji time)

Job Reference: JM000542

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.

For international staff in Fiji, only one foreign national per family can be employed with an entity operating in Fiji at any one given time. SPC may assist on a case-by-case basis with submissions to Fiji Ministry of Foreign Affairs for their consideration and final approval. SPC cannot and does not make any guarantee whatsoever of approval for such applications to Fiji Ministry of Foreign Affairs and where an application is approved, the spouse or partner will be subject to such terms and conditions as may be set from time to time by the Ministry.

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 leading and managing a HR project to support the improvement of HR operational processes and service delivery.
3. Describe your level of experience and contributions with managing employee relations effectively at the workplace.
4. What were some of your biggest challenges in developing and managing a generalist HR team, and how did you deal with those challenges.