

# Regional People and Culture Coordinator

Location: [Asia & Pacific] [Singapore]

Town/City: Singapore

Category: Human Resources

Job Type: Fixed term, Full-time

\*Position location to be based in any country within the Asia Pacific Region where WVI is registered to operate. This is a LOCAL role and no budget for relocation is allocated; only local terms will be offered.

## JOB PURPOSE

The Regional People & Culture (P&C) Coordinator will provide P&C technical support and P&C operational support. Under the supervision of the Regional Business Partner for Operation Effectiveness and in close collaboration with Regional Business Partners for Asia Pacific Region (APRO), National Office (NO) P&C Leads, the Regional P&C Coordinator will:

- Coordinate P&C administrative activities to achieve the strategic P&C objectives and support national P&C functions across different countries;
- Provide top-tier P&C client service and support as the front-line P&C focal point for regional office staff;
- Assist in regional P&C projects that are implemented to ensure P&C Operational Excellence

## MAJOR RESPONSIBILITIES

### Regional P&C Generalist Support & Coordination

- Serve as the “front-line” P&C generalist to provide technical P&C advice in response to regional staff policy inquiries, requests, basic employee relations issues and exit management

- Provide P&C orientation for new employees and support supervisors in the on-boarding
- Create, manage and update regional team organization charts, reports and files
- Manage regional HR intern/s ensuring high-quality learning through meaningful assignments
- Support the P&C Regional Director with Regional Office (RO) Transitions in terms of compliance, local labours laws and the aftermaths.
- Lead on local employee engagement initiatives to align interests of staff and the Regional office.
- Contribute to the establishment and maintaining a good Regional P&C Database as well as filing system, to ensure completeness, updated and safe employee data.
- Keep employee files up to date.
- Take lead in maintaining record of Regional Office local staff benefits like medical claims, service awards etc. and coordinate with staff as well as finance for payment. Also feedback opinions, feedbacks and issues to sort out with Regional P&C Director.
- Work to research on staff medical insurance scheme on a yearly basis to find the best package that benefits staff as well as save cost for the office. Periodically update Regional Office medical and group insurance scheme
- Work with Faith and Development (F&D) team to ensure staff spiritual nourishment by actively taking lead during office devotions, Day of Prayer, spiritual retreat, among others
- Take lead in staff engagement program for Office, included Staff Birthdays, Farewell
- Participate in Panel Interviews for all local hire roles to give views mainly on the cultural fit of that candidate.
- Provide day to day support to P&C Leads and practitioners with tools, templates, resources and information

## Compensation and Benefit

- Maintain the salary scale database for the regional office as well as National Office, both local and L-IM scales and ensure they are up to date with key focus on the regional office staff members regardless of location, given that we're multi-location (BKK, SG, Cambodia, Nepal, India, SL, etc.).
- Hay grade specialist – grade jobs as required
- Ensure JDs for the Regional Office are up to date.
- To maintain database of the comparative ratios of all Regional office staff, based on the salary scale.
- Merit Increases- Coordinate information required for merit increase of the Regional office staff. Ensure that merit increases for the regional office staff are being upheld, as per Global Center (GC) guideline and work on calculations with P&C Director and also ensure they are sent for mass upload on the system.
- Provide advice to all International Assignees based on International Policies for Expatriate Benefits.
- Support the administering of salary and benefits of Local staff, based on local policies.
- Support International Assignee (IA) with World Vision International (WVI) benefits information
- Approve IA benefits based on policy before Finance pays it e.g Dependent Education, Home Leave, Utilities and Housing etc. Also maintain records for Home Leave and Dependent Education.
- Periodically check if RO and NOs are following the minimum standards of the Total Rewards Philosophy.
- Facilitation of the Asia Pacific Recognition Program

## **IA Localization:**

- Responsible to support International Assignee undergoing Localization process in accordance to WVI Localization Policy
- Computations of localization benefits reduction and communication to staff.

## Employee Engagement & Development

### **• Workforce Demographics:**

- Acts as the regional point of contact for Workforce Demographics process for Asia Pacific Region,
- Support NOs if any issues/questions
- Train National Offices
- Consolidate and send to GC.

### **• Our Voice (OV) Survey:**

- OV Point of Contact for collection of pre-survey data for the Region. (RO+NO)
- Responsible for all communications related to OV survey to staff and encourage all staff to participate in the survey.
- Support staff facing survey issues.
- Analysis of data and results for the Regional Office (RO) and share with P&C Director.
- Collect RO action plans.

## HRIS Systems & P&C Project work

- Participate in reflecting regional inputs into any proposed changes or new initiative.
- Be the HRIS System super user (“Our People”) for APRO region.
- Maintain staff records and ensure confidential data is securely stored
- Ensure global policies are adapted as needed to ensure regional and National office compliance
- Provide support and guidance in humanitarian P&C preparedness and help co-ordinate resources if needed during an emergency response in the region.
- Undertake any other duties as and when necessary to fulfil the objectives of the region or global P&C priorities

#### **Knowledge/Qualifications for the Role**

##### **Required Professional Experience**

- Must have at least two years of sound experience in Human Resources field, preferably implementing/facilitating level
- HR experience within a INGO is preferred

##### **Required Education, training, license, registration, and certification**

- Bachelor Degree in Human Resources/Management or related Professional Qualification in Human Resource Management

##### **Preferred Knowledge and Qualifications**

- Analytical and problem-solving orientation, good interpersonal skills
- Detail orientation skills

- Culture sensitive
- Prioritization, planning and time management
- Demonstration of courage in the face of challenges
- Commitment to learning for transformation
- Ability to maintain balance and effectiveness
- Must have computer aptitude and word processing skills
- Effective in written and oral communication in English
- Full understanding of the vision, mission, and core values of WV

#### Travel and/or Work Environment Requirement

- The position requires ability and willingness to travel 15% internationally as and when needed.