

People and Culture Systems Officer

Location: [Africa] [Ghana]

Town/City: Accra

Category: Human Resources

Purpose of the position:

The P&C Systems Officer support WVG P&C department in the areas of Payroll administration and also as the HRIS Administrator by Managing and maintaining WVG OurPeople Database information while managing the Medical Insurance portfolio and other P&C Policies and Systems.

Major Responsibilities

OurPeople Administration (World Visison Int HRIS)

Creating of staff files and providing the required profiles and security as per organizational structure.

- Maintains quality and consistency of OurPeople database information specifically the Organization Management and Personnel Administration
- Ensures the smooth integration with other platforms like the Horizon, Sun Systems and the Payroll.

- Troubleshoots, analyzes, identifies and correct technical problems and errors as and when encountered by staff.
- Creates and run custom and standard queries to provide the needed statistics and reports for management to make key decisions.
- Work closely with field P&C Officers in ensuring that staff data in OurPeople are always up to date and accurate.

Constantly develop and implement training tools for staff to ensure staffs are always able to use the system efficiently.

Staff Medical Insurance Administration

Serve as direct contact to medical insurance provider. Coordinate the transfer of staff data and information to provider for services, premiums and plan administration.

- Work together with Provider to determine and develop the best plan of work to ensure the smooth run of the medical plan.
- Investigate all discrepancies and unsatisfactory service by provider as reported by staff.
- Oversee the efficiency and performance of functions as performed by medical provider.
- Determine the proper course of action to resolve escalated customer service issues occurring between staffs and medical insurance provider

Forecast trends and assist in future selection of insurance provider by developing specific

recommendations and advising management.

Staff Medical Insurance Administration

Serve as direct contact to medical insurance provider. Coordinate the transfer of staff data and information to provider for services, premiums and plan administration.

- Work together with Provider to determine and develop the best plan of work to ensure the smooth run of the medical plan.
- Investigate all discrepancies and unsatisfactory service by provider as reported by staff.
- Oversee the efficiency and performance of functions as performed by medical provider.
- Determine the proper course of action to resolve escalated customer service issues occurring between staffs and medical insurance provider

Forecast trends and assist in future selection of insurance provider by developing specific recommendations and advising management.

Staff Personal File Management

- Ensure that all staff have personal files
- Ensure that all staff documents are duly and properly placed on their respective personal files

Ensure that all staff personal files are properly kept safe and secure

Staff Contracts Management

Manage staff contracts to ensure that all contract end processes are duly followed and contracts renewed in due dates.

HR Policies and Procedure

Provide support in the interpretation and application of Policies, Procedures and Condition of Service to employees.

- Provide support in handling and managing employee relations matters, behaviours and issues in close coordination with the Human Resource Management.
- Provide support for the effective implementation of People and Culture initiatives at the Head office.
- Compile monthly, semi - annual and annual report for the People and Culture Department

Ensure new hires are properly oriented according with reference to Ourpeople and all other P&C (HR) and Systems.

Internship and National Service Coordination

Handle and manage the Internship / National Service Personnel Programs and assignment.

- Ensure the hiring and selection of Interns / National Service Persons are within the established guidelines and selection criteria and the request have been approved by the P&C Director.
- Ensure all departments requesting for Interns and Service Person act according to the Internship policy.

Ensure the Terms of Reference (TOR) is properly drafted, signed and communicated with the interns / Service Persons so that both parties will have a clear understanding of the roles and responsibilities as well as expected outcomes.

Other Competencies/Attributes:

- Computer literate (Operate Ms word and Excel and Lotus note)
- Must be a committed Christian, able to stand above denominational diversities.
- Attend and participate/lead n daily devotions and weekly Chapel services.
- Champions Child Safe Organization practices (e.g. children are not hired to execute WV projects, report/refer cases of abuse perpetrated by staff and non-staff ...etc)
- Perform other duties as required.

Qualifications: Education/Knowledge/Technical Skills and Experience

The following may be acquired through a combination of formal or self-education, prior experience or on-the-job training:

- Education: BA in Human Resources, Business Administration, Public Administration or related field
- Experience: At least 3 years experience in working with a Human Resource Information System and any Payroll software
- Other: Certification in facilitation skills is preferred.

Working Environment / Conditions:

- *Work environment:* Office-based with frequent travel to the field
- Travel: 20 % Domestic travel is required. 5-10 % international travel.