

# Director, Global Benefits

Location: [North America] [United States]

Town/City: Monrovia California,

Category: Human Resources

Job Type: Open-ended, Full-time

**\*Remote role open to candidates in any US state where WVI is registered to operate.**

## PURPOSE OF POSITION:

The Global Benefits Director is responsible for ensuring that World Vision's global benefit programs are aligned with business objectives, meet legal requirements and achieve a balance between being externally competitive, meeting employee needs and managing internal cost constraints. This leader is responsible for the global benefits strategy as well as developing, implementing, administering, and maintaining benefits programs, policies, and procedures across the World Vision International employee population including full responsibility for US and International Assignees (IAs) employee plans as well as supplemental plans in the UK.

This leader also plays a critical role in collaborating with decentralized Regional and National offices to ensure that they offer benefits that meet the World Vision global standards while also working with the Global Risk & Insurance team to coordinate information and operationalize global insurance plans across the offices around the world. The leader plays an important advisory role to help educate and set up programs to assist offices in securing and maintaining cost effective and comprehensive health and welfare programs as well as retirement savings benefits.

## KEY RESPONSIBILITIES:

***Global Strategy, Engagement and Communication - Engage with P&C benefit responsible parties, to collaboratively design global benefits strategy, ensuring alignment to the People & Culture strategic initiatives (20%):***

- In partnership with P&C responsible parties build out an ongoing governance model/approach designed to foster agreement, commitment and accountability.

- Participate in design and ongoing updates of the Total Rewards Strategy providing insights and guidance as it relates to all health & welfare benefits.
- Develop an ongoing communication strategy ensuring benefits are well received, understood and add value to the employee value proposition
- Provide leadership and market based global subject matter expertise managing a team of 2 employees, sharing the work where necessary, especially during busy times such as Open Enrolment in the US. Leads through collaboration with many other internal colleagues to get things done.

#### **End Results:**

- Trusted advisor to all levels of leadership and colleagues on all benefits related topics across the Partnership
- A network and regular connections with all P&C benefit responsible parties keeping all abreast of developments, conducting training, and co-creating solutions across functions, regions and countries
- Best practices sharing and education across functions, regions and countries to deliver most effective and cost-efficient programs in direct delivery locations (US & UK) and capability development and advise for in-direct delivery locations (Regional and National offices)
- Increased tracking, reporting and adherence to World Vision global standards for benefits provided to all employees worldwide
- Regional scorecards of adherence to global minimum standards policies.

***Select and manage vendor relationships with and through collaboration with direct reports, global procurement partner(s), Global Insurance team and Regional/National P&C colleagues. Apply current market best practices to (20%):***

- Identify best-in-class providers
- Implement RFP processes
- Review contracts for coverage details
- Conduct benefit cost analyses
- Negotiate annual renewals and new contracts
- Track service level agreements (SLAs) & ROI and more.

**End Results:**

- Highly valued benefits for very competitive prices to support the attraction and retention of best-in-class talent globally.
- Delegation of some workload during peak cycle times to broker staff or potential need for additional staff coverage.

***Manage Open Enrolment and ongoing benefits and Wellness program delivery for the US and IA employees as well as limited programs for UK (15%):***

- Deliver an enrolment process that is on time, accurate, well communicated and provides an easy user interface for a positive employee experience
- Ensure compliance and manage all regulatory updates related to ACA, , HIPPA and other regulations
- Collaborate with benefits providers and others to deliver high impact, engaging wellness programs
- Set up Shared Services Centre (SSC) (internal or external) to provide Benefits Administration support as first point of contact for employee needs and concerns. Work closely with them ensuring ongoing development of their understanding and ability to address and resolve employee benefit issues. Develop mapping for second and third level escalated employee benefit issues.
- Collaborate with Staff Care team for wellness program ideas and connections especially related to stress management and EAP programming.

**End Results:**

- Best-in-class communication and delivery of benefits and wellness programs reinforces the employee experience and value they receive as a very important part of their total rewards. This should impact retention of great talent as well.
- Improvements in health also impacts insurance utilization and expenses in our self-funded programs.
- Risk avoidance through ongoing monitoring of regulatory changes affecting benefits, especially in the US.

***Manage projects surrounding the development of new tools to streamline and/or automate the management and execution***

***of benefits programs and education of Regional and National P&C partners (15%):***

- Open enrolment tool(s) for US, IA and relevant UK employees.
- Collecting and reporting benefits program participation, employee satisfaction and return on investment.
- Interfacing any external tools with payroll and HCM system(s).
- Other systems as necessary.

**End Results:**

- The time required to ensure compliance with policies and local government agencies is minimized, allowing more time to focus on strategy and continuing development of regional and national programs for competitive advantage in hiring great talent
- Automated reporting of participation and satisfaction will help measure ROI, have direct impact on program quality and help with analysing and developing business cases for change
- Automation should also allow for tracking of National and Regional offices' adherence to global Health & Welfare Minimum Standards, set by the global Board of Directors, which would allow the team to provide more advise to help Field Offices secure the benefits needed to stay compliant.

***Manage all aspects of a multi-million-dollar global benefits budget (10%):***

- Monitor growth in benefits costs and negotiate with vendors, including a "most favourable pricing clause" ensuring alignment with our non-profit NGO budget & philosophy, while maintaining best in class benefits.
- Adhere to purchasing guidelines for setting up and approving vendors and payments.
- Collaborate with finance to confirm cross-charge percentages to be included in the global budget planning for countries with IAs as well as all Global Centre employees.
- Administer cross-charge actions to move expenses from TR budget to local offices where costs are incurred.

**End Results:**

- High value benefits at lowest possible costs for WVI and employees to continue to provide competitive advantage in attracting and retaining great talent.
- Close collaboration with finance so no surprises and expenses occur as planned.
- Communication of benefits expense charges for annual budget planning will be timely and transparent.
- Invoices paid on time as per agreements with vendors.

***Additional (20%):***

- Collaborate with regional counterparts on global and local responses to regulatory authorities.
- Participate with the Pension Committee to maintain effective fiduciary responsibilities over the investment funds. Represent WVI during cash balance plan termination.
- Support the management of relocation and repatriation processes for IAs, secondments and any other long-term assignment employees.
- Support the management of WVI Our Health, Staff Assistance and support for Life-threatening Illnesses and Global Life Insurance Programs all provided in non-US locations.
- Support management of WVI Business Travel, International SOS and Medfit Health Risk Assessments.
- Set the strategy for global paid time off policies and programs as well as leave of absence programs.
- Ensure participation in benefits surveys to measure the comparison to market for current programs.
- Other related duties may be assigned at manager discretion.

**End Results:**

- Effective management of team, indirect partners and WVI resources will provide ability to maintain competitive benefits to attract and retain great talent and allow them to keep their focus on delivering the best possible programs to support children in need.

**KNOWLEDGE, SKILLS AND ABILITIES:**

- 10 years' experience serving as a global benefits professional in a multinational organization that stretches across multiple continents
- 3+ years of experience working with US benefits.
- 3+ years of experience managing others, both as direct reports and through collaborative teams as a project leader and subject matter expert.
- Solid understanding of global benefit and pension laws, processes, compliance, and regulatory requirements.
- A strong change agent with a client focus, outstanding judgment and critical thinking, along with strong verbal and written skills.
- Exemplary business acumen and presentation skills with the proven ability to interact with leaders on a regular basis.
- Innovator with the ability to streamline process and utilize technology for best practices.
- Detail-oriented with demonstrated project management capabilities and excellent prioritization skills. Require a well-organized and self-directed individual who is results focused and a team player.
- Intermediate knowledge and hands on usage of Excel and PowerPoint.
- Strong skills in setting up analyses to help build business cases using data to illustrate key points.
- Must have a reputation for being a good mentor and partner sharing best practices and helping to develop analytical skills of peers and colleagues.
- A Bachelor's degree in Human Resources, Business Administration, or another related field.
- Global benefits certification (or equivalent).

**Preferred Skills, Knowledge and Experience:**

- PHR, SPHR or similar broad HR certification
- Compensation discipline exposure
- Ability to work in an office environment.
- English required.

**Work Environment / Travel:**

- Ability to travel up to 10% internationally.