

## People & Culture Officer

Location: [Europe & the Middle East] [Turkey]

Town/City: ?anliurfa

Category: Human Resources

Job Type: Fixed term, Full-time

**Job Title: People & Culture Officer**

### **JOB PURPOSE:**

Assist Country P&C Team Leader in coordination of department services and functions relating to personnel data administration and maintenance, P&C administration, including information and document flow for local country office staff, assistance with recruitment, orientation and training. Contribute to P&C function high quality. Act as a super user to Our People system and manage the recruitment module per local recruitment process.

### **MAJOR RESPONSIBILITIES**

#### **1. P&C Administration and Support**

1. Administer and manage local P&C systems, including payroll, Our People and other context specific systems;
2. Maintain and keep staffing lists for all categories of workforce (employees, service, casual, volunteers, interns, etc) and any staff related necessary information for rapid access and use;
3. Maintain personnel files accurate, updated and confidential at all times. In collaboration

with the P&C Team Leader, set up and maintain filing system;

4. Prepare and process all kinds of P&C related paperwork for all categories of workforce as required, with accuracy and confidentiality and in accordance with the policies and local laws;
5. Keep P&C related templates updated and available for staff;
6. Maintain and process local employee enrollment and cancellations from EPF and Medical Insurance plans;
7. Provide necessary advise and support to staff on leave utilization for different types of leaves and time sheets;
8. Act as liaison between employee and insurance provider in resolving benefits related program issues and ensure effective utilization of the plan;
9. Process billings from insurance and EPF providers. Review billings for accuracy, and resolve discrepancies with the company in coordination with Finance Department.
10. Respond to routine employee enquiries, both oral and written to ensure the accurate and timely provision of information;
11. Liaise with Admin staff regarding international visa, work permit, residency permit and follow up with international staff on needed documents;
12. Being focal point when it comes to partner's capacity building and assessments.
13. Support the line manager in providing with the P&C data for necessary P&C reporting upon request and as needed;

## **1. Recruitment, Orientation and Training**

1. Support Team Leads with the recruitment process for full time, freelancers, Intern, etc.
2. Provide necessary support in staff recruitment, selection and contracting as needed and participate in panel interviews upon the Line Manager request;
3. Provide assistance in arranging and conducting orientation and induction sessions for new staff;
4. Provide assistance in arranging and conducting different kinds of P&C learning events, trainings, workshops, and/or team building activities;
5. Manage the OP Recruitment Module and ensure 100% utilization of Recruitment for all local recruitments;
6. Conduct Block party screening when is required.
7. Prepare contracts for Freelancers, Interns, etc. as needed.
8. Ensure that all full time staff, freelancers, etc. sign on WV partnership policies

## **1. Our People**

1. Act as OP Super User for the local country office;
2. Maintain and update Our People on a regular bases and provide reports and statistics when required;
3. Support in training the managers and staff in utilization of Our People self and manager

service and recruitment modules and ensure all new hires receive adequate orientation on ESS/MSS;

4. Manage the OP Recruitment Module and ensure 100% utilization of Recruitment for all local recruitments;

## **1. Other**

- Represent WV in an appropriate and professional manner
- Contribute to a healthy team spirit and team work
- Adhere to WV Child Protection policy and standards and stay committed to WV vision statement and core values;
- Perform other relevant tasks assigned by the direct supervisor;

## **KNOWLEDGE/QUALIFICATIONS FOR THE ROLE**

### **Required Professional Experience;**

Minimum 2 -3 years of experience in Human Resources and or Administration with medium business/medium NGO/government agency

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

University degree or equivalent in Business Administration, Social Sciences, Psychology or a related field;

### **Preferred Knowledge and Qualifications**

- Excellent detail-orientation skills;
- Good communications skills;
- Thorough working knowledge of office systems. Computer aptitude and experience with word processing, database management, and spreadsheet software;
- Ability to maintain positive relationships with colleagues,
- Emotional maturity and ability to deal with matters of strict confidentiality;
- Excellent organizational and planning skills;
- Excellent knowledge of local labour law and related legislations;
- Demonstrated experience and knowledge of HR practices, including recruitment, hiring, HR functions and systems administration; HR software administration and maintenance
- Professional certification in HR in locally or internationally recognized HR institutions is a plus;
- Quick learner, agile, flexible and adaptable;
- Ability to demonstrate sound judgment and work with little supervision under the virtual working relationships;
- Ability to contribute to the healthy team spirit within the virtual teams;
- Cross-cultural sensitivity
- Experience of work in an INGO setting and past exposure with the international working culture and practices is a huge advantage;

**Language Requirements;**

- Fluent in English, spoken and written
- Arabic is a plus