

P&C Team Lead

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

Town/City: Amman

Category: Human Resources

Job Type: Open-ended, Full-time

Job Title: P&C Team Lead

JOB PURPOSE:

Manage and assist in implementing a variety of functions and activities of the local P&C unit focusing mainly on local level staffing services & orientation, performance management, staff care, compensation and benefits, P&C policies and systems. To provide continuous support for the P&C Director in areas related to strategic planning and implementation, organizational development and learning & development, P&C interventions and Program implementation at the local level.

MAJOR RESPONSIBILITIES:

1. P&C Policies, systems and procedures

1. Support in standardization of policies and ensure alignment with country office local law regulations through contextualization, annual review of P&C related policies, procedures, forms, systems through consultancy with Hub P&C Director and local legal advisor;
2. Ensure proper and regular awareness raising of all country level staff on available P&C policies, systems and procedures and any changes and updates;

3. Provide advice and necessary support and coaching to the managers and staff in relation to the P&C policies, procedures and systems;
4. Monitor the implementation of all policies and ensure that any breach or inconsistency is reported and followed up on;
5. Support the Hub P&C Director in development and revision of support systems and mechanisms for smooth implementation of P&C activities at country level;

1. Staffing, Orientation and Exit

1. In collaboration with the local management team and in consultation with the P&C Director, carry out the local workforce planning process as per the overall workforce planning timelines and guidelines;
2. In cooperation with the P&C Director, Coordinate the country office local recruitment by providing end-to-end process support to hiring managers to fill the vacancies in a timely manner;
3. Ensure that all recruitment and contracting steps are followed per the organizational requirements and standards and local laws and in consideration of the emerging and innovative recruiting trends;
4. Manage the local level orientation and induction process and ensure all new hires are adequately oriented as well as all staff receive regular re-orientation sessions;
5. In consultation with the P&C Director, manage the local exit processes per the organizational requirements and local laws;
6. Provide regular staffing updates to the P&C Director, including any challenges linked with the recruitment or separation;

1. Total Rewards

1. Support the P&C Director in managing the local job analyses process, ensuring that proper Job Descriptions are in place for all staff, graded and validated;
2. Support the P&C Director in undertaking the local market salary and benefits surveys and developing the adequate compensation and benefits packages per the WV's global policy on Total Rewards, HWMS and standardised approaches taking into consideration local law regulations;
3. Manage the exchange of information with the local benefits providers (health insurance, pension fund, etc)
4. Manage staff payroll process and ensure the process is efficient smoothly and efficiently compliance with internal controls, is running on a monthly bases with zero errors and delays;
5. In consultation with the P&C Director, monitor the leave utilization of all local staff and ensure the maximum amount of leaves are utilized as an employee well-being measure.

1. Performance Management & L&D

1. Support the P&C Director in implementing the Performance Management system per the standard approaches, including the learning and development;
2. Provide comprehensive reporting and analyses, including the L&D needs analyses, to the P&C Director on the progress per the key milestones;

3. In consultation with the P&C Director, provide local staff awareness raising on PM system
4. In consultation with the P&C Director, advise and coach the managers and staff on addressing poor performance and rewarding high performance;
5. Support the P&C Director in reporting any ER cases per reporting protocols as necessary, carrying out the local investigations and reviews as needed, maintaining of the ethics point database with all necessary documentation;

1. Staff Engagement and Staff care

1. Identify the staff care needs through regular meetings with the staff at head office and field offices;
2. Advise the Hub P&C Director of potential problem areas in relation to the staff well-being and recommend/implement solutions as appropriate;
3. In consultation with the P&C Director, provide staff care support when needed;
4. Support in the implementation of the staff care action plan;
5. Support in carrying out the Our Voice survey and in developing and implementation of the OV Action plan;

1. P&C Strategy, Reporting & OD

1. Support the P&C Director in developing the local country level P&C work plan in alignment with the overall P&C Strategy;

2. Provide necessary reporting information to the P&C Director for all required WV P&C reports within the established timelines (dashboard, employee census, PM, OV, HWMS, etc);
3. Provide monthly P&C reports to the P&C Director per established format;
4. As required, support the P&C Director in developing and implementing any Organizational Development initiatives and change processes at the local country level;

1. P&C Administration

1. Supervise employee filing process and ensure they are up-to date with minimum/no missing required files at all times;
2. Carry out regular internal audit checks for the local filing system;
3. Ensure that any and all local documentation is processed timely, accurately and in accordance with the policies, standards and local laws;
4. Maintain Our People system all modules (Core, Recruitment, etc) for the country office and ensure the information on it is accurate and updated at all times;
5. Ensure the P&C customer satisfaction through adequate and timely provision of follow up on requests and support to the local employees;
6. Support the P&C Director during internal and external audit processes by providing necessary information and paperwork and follow up on audit reports;
7. Represent WV and actively participate in local HR working groups and relevant communities;

1. PARTNERS MANAGEMENT

1. Manage the partner's P&C capacity assessment and selection process in coordination with partnership manager.
2. Develop P&C capacity development plans for partners in coordination with partnership manager and other unit managers
3. Work with partners' HR focal point to implement capacity building objectives by coordinating training sessions, and tracking capacity building objectives.
4. Manager partners' compliance with WV P&C core policies.

1. STAFF MANAGEMENT

1. Manage day to day function of a P&C team which consist of P&C officer for Syria and Turkey, and inside Syria P&C Assistant
2. Provide coaching and mentoring to the team members and ensure continuous performance management discussions throughout the year
3. Identify staff training needs and assign a development plan for each team member

1. Investigation and case management

1. Conduct investigation in coordination with P&C Director and compliance Director in in

accordance with WV standard operating procedures.

2. Track the status of cases submitted in the system and ensure they are closed within 30 days.

KNOWLEDGE/QUALIFICATIONS FOR THE ROLE

Required Professional Experience

- Minimum 5 years of experience in Human Resources with medium business/medium NGO/government agency out of which, minimum of 3 years in a supervisory/management role;
 - Experience with humanitarian aid in-country is a plus.
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- Ability to work under pressure, being self-motivated and detail-oriented;
 - 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 labor law and related legislations;
 - Cross-cultural sensitivity.

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

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

Preferred Knowledge and Qualifications;

- 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
- Experience of work in an INGO setting and past exposure with the international working culture and practices is a huge advantage;

Travel and/or Work Environment Requirement;

The position requires ability and willingness to travel domestically to 10% of the time

Language Requirements;

- Fluent in English, spoken and written;
- Native in local language

