

## JOB DESCRIPTION

**Job Title:** Human Resources Manager - Recruitment

**Division:** Operations Management Directorate

**Location:** Noumea, New Caledonia

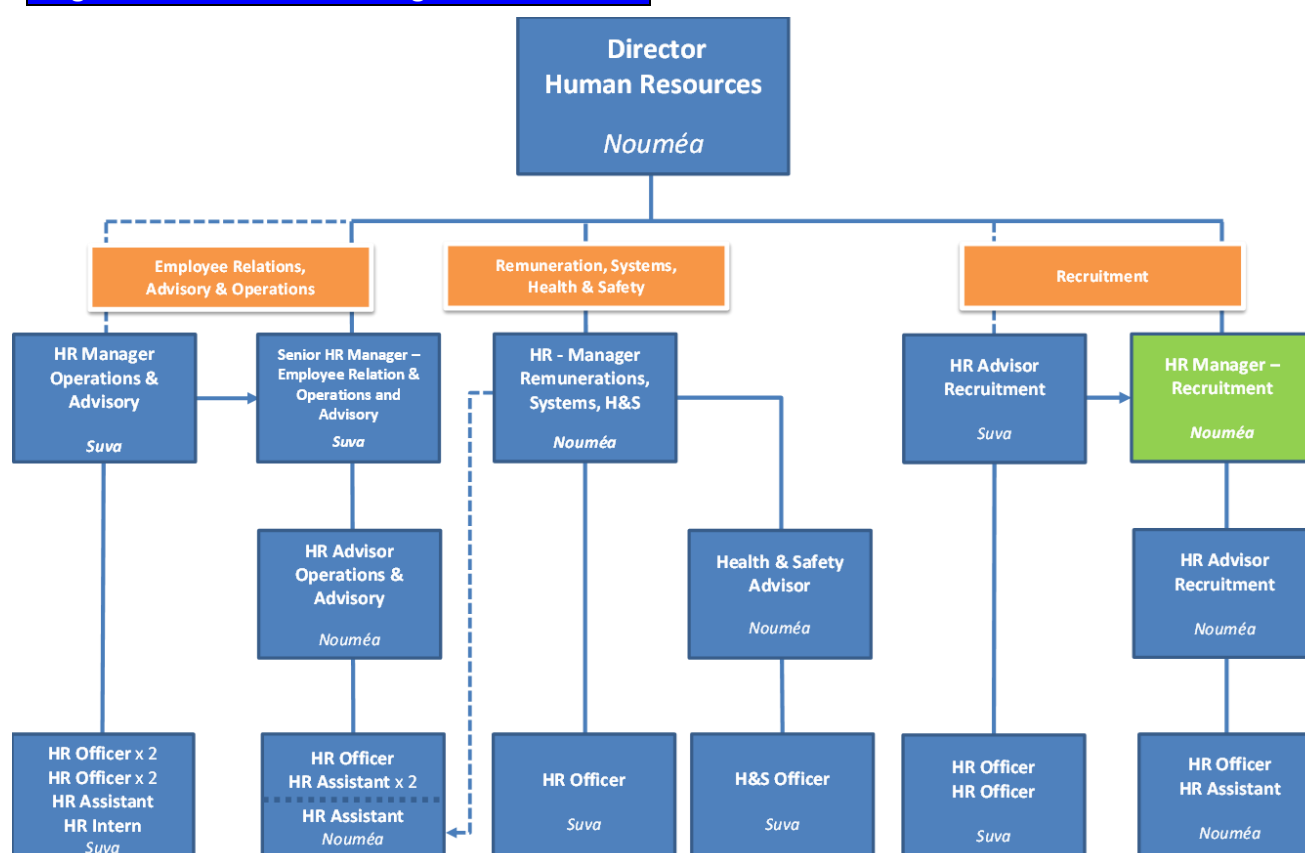
**Reporting to:** Human Resources Director

**Number of Direct Reports:** 5-6 reports based in different locations

**Job Purpose:** As a key member of the Senior HR Team, the HR Manager - Recruitment is the lead recruitment specialist at SPC. This role is responsible for overseeing and effectively managing all recruitment related matters and operations in SPC Headquarters (Nouméa), SPC Regional Offices (x 4) and all other positions based outside of SPC official offices within Country & Territory members. The HR Manager - Recruitment will design, develop, and implement relevant talent acquisition strategies and subsequent workplan to respond effectively to SPC needs and footprint. She/he will provide support and guidance to all hiring managers by streamlining talent acquisition processes and delivering high quality, strategic and cost-effective recruitment solutions for all locations. The role will also provide operational and day to day support to the Organisation-based recruitment function to ensure business requirements full satisfaction.

**Date:** May 2023

### Organizational Context and Organization Chart



## Key Result Areas (KRAs):

The position of HR Manager - Recruitment encompasses the following major functions or Key Result Areas:

- KRA 1: Management and accountability for the SPC recruitment section **25%**
- KRA 2: Recruitment Management **25%**
- KRA 3: Service Delivery **20%**
- KRA 4: People Management **15 %**
- KRA 5: HR Project & support **15%**

*The performance requirements of the Key Result Areas are broadly described below*

Jobholder is accountable for	Jobholder is successful when
<b>Management and accountability for the SPC recruitment section (25%)</b> <ul style="list-style-type: none"><li>• Lead, consult, design, implement, and enhance SPC recruitment strategy, including job-posting optimization, recruiting brand development &amp; attractiveness, selection of mediums, digital and non-digital employment marketing, talent acquisition resourcing &amp; workforce planning,</li><li>• Lead, consult, design, implement and update of SPC recruitment policy,</li><li>• Streamline talent acquisition processes and deliver high quality, strategic and cost-effective recruitment solutions in all locations,</li><li>• Promote diversity, inclusivity, gender equality and women's leadership across the organization and all locations,</li><li>• Work closely with key stakeholders and hiring managers to proactively support and facilitate timely recruitment for all diverse positions in all locations,</li><li>• Analyze recruitment trends and contribute to the development of remuneration and other HR policies,</li><li>• Ensure continuous improvement approach to maintaining SPC's recruitment management system to enhance the recruitment experience with applicants and hiring managers,</li><li>• Develop relationships with third party providers such as talent management firms or CROP agencies, Universities... to optimize sourcing talent, succession planning and methods for determining candidate suitability.</li></ul>	<ul style="list-style-type: none"><li>• Recruitment strategy is responding to organizational needs in all locations,</li><li>• Provide strategic and specialized recruitment advice and support to hiring managers and broader HR team,</li><li>• Collaborative and inclusive professional relationships with clients across the organization are established, developed, and maintained,</li><li>• Recruitment procedures, processes, guidelines, and policies are monitored and improved on an on-going basis,</li><li>• Review of Talent Acquisition processes and subsequent implementation are undertaken,</li><li>• Ensure SPC's recruitment team attracts, develops, and retains human capability and capacity to support the organization in the execution of its strategies,</li><li>• Recognized by hiring managers as a subject matter expert,</li><li>• All recruitment activities are undertaken within the approved budgets.</li></ul>
<b>Recruitment Management (25%)</b> <ul style="list-style-type: none"><li>• Manage the recruitment process and life cycle of a vast geographical &amp; technical portfolio (incl. senior leadership positions) from inception to completion, (job evaluation, advertising, initial assessments, interviews, reference check, aptitude testing and offer negotiation),</li></ul>	<ul style="list-style-type: none"><li>• The recruitment cycle is managed effectively in a timely manner,</li><li>• Stay informed of the status of the recruitment process for all positions, provide the parties involved with information and sound advice,</li></ul>

<ul style="list-style-type: none"> <li>• Identify and source appropriate talent pipeline through (but not limited to) database, online searches, direct approach, social media and advertising to provide the widest possible pool of potential candidates,</li> <li>• With reference to remuneration policy and local market, determine appropriate salary level at offer stage,</li> <li>• Ensure employment brand is managed innovatively to maximize the effectiveness of attraction strategies,</li> <li>• Provide accurate and high-quality information and advice to candidates on all matter relating to relocation and such for all locations,</li> <li>• Meet regularly with division Directors/Management and other relevant SPC staff to provide sound advice in the resolution of recruitment related matters,</li> <li>• Contribute strongly to SPC job evaluation (SP10) system by mentoring, developing and training other assessors in consultation with other senior members of the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Job evaluations are completed, and results are communicated to the business and across organisation on a consistent manner</li> <li>• Demonstrate Strong influencing and negotiations skills,</li> <li>• Respect of timeline of projects and activities.</li> </ul>
<p><b>Service Delivery (20%)</b></p> <ul style="list-style-type: none"> <li>• Develop in consultation with the recruitment team, work plans for HR project initiatives and action plans to ensure successful delivery,</li> <li>• Foster an environment where professional, quality service is measured, monitored, and provided to internal/external customers and stakeholders,</li> <li>• Talent acquisition advice is delivered strategically, efficiently, and effectively,</li> <li>• Ensure recruitment provides regular analytical reporting to the organization to assist in people related initiatives (weekly, monthly &amp; yearly basis),</li> <li>• Manage all contract negotiation &amp; related invoicing linked to the Recruitment Team Activities,</li> <li>• Ensure a high-quality customer service is being delivered to hiring managers, panel members and applicants in all locations,</li> <li>• Follow and be up to date on all selection processes and their different stages, be able to fill in for the team as required in all locations,</li> <li>• Ensure staff who utilise the SPC E-Recruitment system are technical proficient in SPC recruitment system,</li> <li>• Actively act as a performance improvement driver.</li> </ul>	<ul style="list-style-type: none"> <li>• Diverse KPIs &amp; metrics are continuously developed and improved,</li> <li>• In collaboration with relevant Section, work on developing and strengthening the features of the on-line recruitment system SPC uses is conducted,</li> <li>• Strategic directions for the development and maintenance of SPC's intranet, website, and recruitment database to process, manage and record recruitment information are provided,</li> <li>• SPC's Intranet and Internet websites are up to date and all the current rules, regulations, policies and procedures are available for download,</li> <li>• The most cost-effective pricing possible when renewing contracts with suppliers are secured.</li> </ul>

<b>People Management (15%)</b> <ul style="list-style-type: none"> <li>• Manage and coordinate resources effectively and efficiently between Headquarters &amp; Regional Offices,</li> <li>• Manage staff performance, conduct fair, consistent, timely performance planning, review meetings and encourage open communication to discuss performance,</li> <li>• Actively schedule time to help staff development and be the best they can (training, shadow mentoring...),</li> </ul>	<ul style="list-style-type: none"> <li>• A positive work environment is created with promotion of collaboration and inclusivity within the team and across functions and other divisions in the organization.</li> <li>• Create an environment which encourages the resolution of performance issues.</li> </ul>
<b>HR Projects and deliverables (15%)</b> <ul style="list-style-type: none"> <li>• Support actively HRD and contribute to the HR department's strategic planning process such as workplan, budget, reporting...</li> <li>• Support HRD in coordinating key HRM, deliverables and inputs of the Senior HR Team such as workforce &amp; succession planning, SRC meetings as required,</li> <li>• Support the Implementation of HR projects that enhance the people function and provide the business with enhanced systems, processes, and technology solutions,</li> <li>• Champion and foster organizational change.</li> </ul>	<ul style="list-style-type: none"> <li>• Strong participation, inclusive collaboration, and advice to support the whole HR team strategy approach are demonstrated,</li> <li>• Pro-active attitude is evident, and tasks are completed in a timely fashion to a professional standard.</li> </ul>

The above performance requirements are provided as a guide only. The precise performance measures for this job will need further discussion between the jobholder and supervisor as part of the performance development process.

#### Work Complexity:

<ul style="list-style-type: none"> <li>• Developing and implementing various Talent Acquisition strategies, policies, and processes in line with SPC requirements and Division's needs across the Pacific Region,</li> <li>• Managing from A to Z a variety of recruitment assignments from inception to completion, across all SPC locations &amp; Divisions,</li> <li>• Understanding accurately the organisation culture and business needs in various locations across the Pacific Region,</li> <li>• Developing and maintaining efficient and successful relationships with stakeholders,</li> <li>• Capacity to manage a high workload and work within tight timeframes, meeting multiple deadlines and such with a function that is geographically dispersed with limited resources,</li> <li>• Talent acquisition, sourcing, Recruitment selection processes and HR policies advice and guidance to hiring managers, Panel members and Staff,</li> <li>• Active participation and support on various HR projects &amp; organizational change.</li> </ul>
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**Functional Relationships & Relationship Skills:**

Key internal and/or external contacts	Nature of the contact most typical
<b>External</b> <ul style="list-style-type: none"> <li>• Donors, Country representatives &amp; Officials,</li> <li>• Candidates &amp; referees,</li> <li>• Job applicants,</li> <li>• Auditors, evaluators, consultants, and analysts,</li> <li>• CROPs agencies,</li> <li>• Suppliers &amp; vendors (Job boards, Software – RMS/HRIS, psychometrics tests, recruitment agencies, Newspaper publishing departments across the Pacific region ...).</li> </ul>	<ul style="list-style-type: none"> <li>• Explaining, collaborating, assisting, obtaining documentation and information, gaining cooperation, and negotiating,</li> <li>• Advising on selection processes for applicants and external to SPC panel members,</li> <li>• Managing relationships and implementation of software / services,</li> <li>• Employment enquiries and appointment discussions and negotiations.</li> </ul>
<b>Internal</b> <ul style="list-style-type: none"> <li>• All SPC staff, across all divisions and at all levels of the organization,</li> <li>• Executive, Directors and Programme Heads,</li> <li>• HRD, Recruitment Teams and HR advisory, Teams based in different locations.</li> </ul>	<ul style="list-style-type: none"> <li>• Explaining, collaborating, assisting, obtaining documentation and information, gaining cooperation, management, resolving conflicts and negotiating,</li> <li>• Provision of advice on strategic recruitment and HR initiatives,</li> <li>• Work as a team on HR projects,</li> <li>• Advise and consult on Organizational change,</li> <li>• Continuous improvement mindset.</li> </ul>

**Level of Delegation:**

Routine Expenditure Budget: manages up to EUR 350,000 per year

Budget Sign off Authority without requiring approval from direct supervisor € 2.000

**Personal Specification:**

*This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current position holder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.*

**Qualifications**

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• Post-graduate degree in a relevant field such as human resource management, public or international business administration.</li> </ul>	<ul style="list-style-type: none"> <li>• Master's degree in human resource management public, or international business administration.</li> </ul>

## Knowledge/Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>At least 10 - 12 years' experience with strong emphasis on recruitment, including more than 5 years at international level,</li> <li>At least 5 years of experience managing staff including mentoring, developing, training, appraisal, and performance management,</li> <li>Demonstrated ability to implement talent acquisition strategies and to contribute to the streamlining and automation of recruitment processes in fast paced environment,</li> <li>Ability to guide, support and coach hiring managers in effective recruitment processes.</li> <li>Proven experience in behavioural interviewing techniques,</li> <li>Excellent command of both English &amp; French with excellent verbal and written communication and people skills for effective communication</li> <li>Ability to liaise with staff at all levels of the organization,</li> <li>Ability to work in a multi-cultural and inclusive environment.</li> </ul>	<ul style="list-style-type: none"> <li>Practical Recruitment work experience in a developing country environment, preferably in the Pacific Island region,</li> <li>Experience in external recruitment – recruitment agencies, interim, RPO etc...</li> <li>Previous recruitment database management &amp; direct approach experience,</li> <li>Knowledge of job evaluation method(s),</li> <li>Excellent time management skills and organizational skills,</li> <li>Influencing and negotiations skills,</li> <li>Experience in diverse E-Recruitment systems and databases,</li> <li>Excellent computer skills and proficiency in the use of MS Word, Excel and Power Point,</li> </ul>

## Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none"> <li>Aptitude for the provision of high-quality service delivery and ability to provide proactive advice into continuous improvement in the recruitment and HR area.</li> <li>Design and implement talent acquisition strategies.</li> </ul>
Advanced level	<ul style="list-style-type: none"> <li>Ability to deal with confidential information in a professional manner and to set priorities successfully working with minimal supervision.</li> <li>Knowledge of and ability to solution major issues in Recruitment in the region.</li> <li>Working across locations and different time zones with a high variety of stakeholders.</li> <li>Ability to navigate strategically and culturally in complex environments.</li> </ul>
Working knowledge	<ul style="list-style-type: none"> <li>Knowledge of the Pacific region and cultural awareness</li> <li>Promptly responding to multiple, ad-hoc and concurrent requests for advice, inputs or expertise while pursuing agreed HR work priorities</li> <li>Attention to detail, accuracy and interpersonal skills involving teamwork and collaboration to assist with other tasks in human resources and corporate services.</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>Diversity of tasks requiring a range of different skills and flexibility</li> </ul>

## Key Behaviours

*All employees are measured against the following **Key Behaviours** as part of Performance Development:*

- Change and Innovation
- Interpersonal Skills
- Teamwork
- Promotion of Equity and Equality
- Judgement
- Building Individual Capacity
- Leadership

## Personal Attributes

- High level of professional integrity and ethics
- Demonstrated high level commitment to customer service
- Self-motivation
- Well organised with ability to work well under pressure and deadlines
- Cultural sensitivity

### Change to Job Description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of the work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by SPC. This Job Description may also be reviewed as part of the preparation for performance planning for the annual performance cycle.