JOB TITLE   **: People and Organizational Development Officer**

REPORTS TO   **: Head of People and Organizational Development**
(Line Manager)

TEAM   **: People and Organizational Development (POD)**

PERSONS REPORTING/   **: None**
SUPERVISEE

JOB PURPOSE SUMMARY: As a key member of the POD/HR team, this position is responsible for implementing, coordinating human resource policies/practices that includes but not necessarily limited into recruitment, induction, training & development, performance management, data analytics, reporting, staff welfare, employee relation, safeguarding among others to contribute towards a high performing team in a highly enabling environment. The position will contribute in updating organization People/Human Resource (HR) policies/strategies by identifying and researching relevant issues; overseeing People/HR policy and practices for proper adherence across the organization, acting as the custodian of the People/HR information system/database; producing analytical report to support in making effective HR/People decisions in the organization.

KEY RESPONSIBILITIES   **:**

1.   **People/Human Resources Policy, procedures and practices:**

- Oversee the adherence and practice of HR policies, procedures and processes including safeguarding.
- Support and guide colleagues in referring HR practices, procedures and precedents in line with HR policy
- Clarify and interpret policy as necessary.
- Support/lead in rolling out respective HR related policy, guidelines, messages etc. year-round including safeguarding issues.

2.   **Recruitment**

- Lead in publication of job/assignment advertisement in agreed channels.
- Receive CVs and coordinate the shortlisting process
- Manage the interview related logistics including communications with the candidates.
- Support in reference check for the selected candidates.
- Collaborate to arrange working tools and equipment for new staff, e.g.: workspace, computer, email ID, manuals, policies etc.
- Prepare/draft recruitment notes, offer letters, contract etc. and obtain due approval and sign offs.
- Document recruitment-related papers for future reference.
- Ensure having necessary documents while onboarding people.
- Oversee that the process flow of the recruitment is in line with the respective policy.

3.   **Capacity Development, Training and Induction:**
- Lead in timely induction provision for new hire collaborating with functional heads/ focal/ concerned facilitators.
- Ensure that the updated Induction materials/presentations are kept in shared folder/in appropriate place with appropriate access to for the relevant parties.

- Collate the training/capacity development needs from the appropriate section of PeoplePlace following the appraisal process and place for management decision on its execution
- Support the line managers to identify staff training needs that strengthen their performance
- Explore suitable vendors (including creation of a data base of resource persons) and organize need based training for respective colleagues
- Monitor that training implemented based on role's demand, organization's need and within the budget provision
- Maintain training/development database and records.

4. Performance management:
- Ensure all staff have Job Description (JD) and updated Objectives/Individual Accountability Plan (IAP) in database (PeoplePlace)
- Apprise and disseminate policy guidelines to colleagues on appraisal system and process.
- Remind colleagues to complete appraisal when due
- Guide colleagues on the operating procedure of doing/uploading the appraisal in People/HR database (PeoplePlace)
- Identify potential people issues from employee comments in the appraisals, if possible and place that to Head of P&OD for necessary action.

5. People/Human Resource Database – global and internal
- Proficiently handle the People/HR database/interface, especially the global 'PeoplePlace'
- Orient colleagues on its (PeoplePlace) usage and clarify on their query
- Maintain and update all staff information on regular basis
- Seek clarity from the respective administrators on the issues popped up from time to time
- Collate, analyse and accurately report human resources data, including staff turnover, diversity, performance management, trainings, leave etc.

6. Insurance (group term life, hospitalization and others as applicable)
- Act as the focal person in dealing with the insurance
- Ensure proper administration process of insurance including premium payments and securing coverages in time.
- Negotiate with the insurance providers to get best coverages, as and when necessary.
- Keep the colleagues aware about the insurance entitlements and any changes.
- Support to identify good insurance provider with better benefit packages doing necessary cost benefit analysis.

7. Employee Relations:
- Maintain good relations with all colleagues, thus supporting them in better understanding of organizational culture
- Maintain open and regular conversation with colleagues to listen their opinion, concerns, grievances ensuring sensitivity and confidentiality; consult with Head of P&OD to take collective effort for necessary improvement
- Take initiative to celebrate days, events, farewell etc.

8. Employee transition:
- Support in managing staff transition including promotions, transfer, acting assignments, staff confirmation, secondment etc. and separation.
- Do proper documentation including drafting notes/letters etc.

9. Others
- Prepare reports on People/HR including drafting six monthly/annual reports.
- Support in People/HR planning and budgeting by estimating and forecasting requirements and trends. Do variance analysis; and contribute in taking corrective measures to minimize the adverse impact.

- Take care of issuing employment/salary certificate, release, clearance, final settlement letter etc.
- Preserve personnel records ensuring confidentiality.
- Extend support to partners, as appropriate
- Any other relevant task as assigned by the line manager.

PERSON SPECIFICATION/ PERSONAL PROFILE:

Education: Master's in Business Administration (major in HRM) /Management /Public Administration or relevant subject. Advance studies in HR or relevant subject will be preferred.

Experience and knowledge: Minimum 05 years demonstrated experience in Human Resource (HR)/People functions. Sound knowledge on contemporary HR practice and processes, country labour law, current HR trend, terminologies etc. and demonstrated expertise on their application in professional career. Experience of using HRIS (human resource information system) is essential. Working experience in a culturally diverse international organizations will get preference.

Skills: Excellent presentation, facilitation and persuasive communication skills, Good report writing ability both in Bangla and English. Skills to use different technological resources (computer, multimedia projector, internet, email, computer aided systems particularly on MS word, excel, power point, outlook and software etc). Experience of using HRIS (human resource information system)/software is essential.

Competencies: Quick learner and detail oriented; proactive and self-motivated; ability to manage information in confidential/sensitive manner; aptitude to understand people and able to draw confidence and support from others; possesses personal integrity, sense of transparency, proactive stance and respect for gender, diversity and organizational culture; able to plan and prioritize work and work under pressure to meet deadlines.

WORKING CONDITIONS: This is a country office-based position (based in Dhaka) with access to computer, internet, relevant software and mobile phone network. Occasional visit to Partner Organization office and field is required.