Role Information

<table>
<thead>
<tr>
<th>Role</th>
<th>Pay Band</th>
<th>Location</th>
<th>Duration</th>
<th>Reports to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>HR Manager</td>
<td>Pay band 6</td>
<td>Lahore, Pakistan</td>
<td>Indefinite</td>
<td>Director Human Resources</td>
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</tbody>
</table>

Role purpose

To deploy in-depth, applied understanding of complex procedures within HR functional support discipline to deliver high quality and efficient service to staff in general and management in particular. To implement and communicate HR policies and procedures in line with British Council standards, values, and operational business objectives as well as with local labour law.

About us

The British Council is the UK’s international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

Geopolitical/SBU/Function overview:

The HR team in Pakistan plays a key role in ensuring we have the right people, in the right place, at the right time in the operation. This is achieved by ensuring quality focused, innovative work in recruitment, performance management, learning and development, talent management, compensation and benefits and data analytics, while upholding British Council values and adhering to principles of equality, diversity and inclusion.

The Pakistan HR team has HR Managers in each office as well as a Head of HR Operations reporting to the HR Director. Each HR Manager is responsible for providing HR support in their office and leading on other areas of HR nationally.

There are two resources managed by the Head of HR ensuring seamless operations nationally. The HR Managers in Lahore and Karachi are supported by Executive Officers, who report to the Area Director. The HR Manager in Islamabad line manages the Executive Officer to the Country Director, shared by the Directorate team.

Main opportunities/challenges for this role:

The role holder will cover the full spectrum of HR activities including providing advice and guidance on complex and sensitive employee relations matters and escalating as necessary. The HR manager is to provide a comprehensive HR service which ensures that managers and employees are equipped with best practice to foster a high performance culture. They will work together with the HRBP Cluster Lead and the local Leadership team for identifying potential resourcing solutions, providing input on induction, Talent and performance management, and supporting and coaching managers on employee relations.
They will implement and communicate HR policies and procedures in line with British Council standards, values, and operational business objectives as well as with local labour law.

**Main Accountabilities:**

**Consultancy, analysis & problem-solving**
- Applies detailed understanding of HR methods, systems and procedures and provides practical advice and appropriate services to internal customers in the following areas:
  - Recruitment & Selection
  - Performance & Talent management and
  - Learning and Development
  - Employee Relations and engagement
  - HR data management
- Uses detailed understanding of HR processes and systems to prepare reports and other materials using standard and non-standard formats and software
- Analyses and presents information clearly, drawing conclusions and identifying trends to support effective business/service planning and decision-making on the part of the internal customer(s)

**Internal customer focus**
- Responds knowledgeably and professionally to HR enquiries, to ensure internal customers receive high quality, prompt and timely service and/or advice. Refers on to others only complex enquiries, or those outside own area of expertise
- Uses a range of enquiry, research and analytical approaches to ensure they have an accurate understanding of the internal customer's business needs and concerns before providing appropriate services, advice or problem-solving support

**Functional expertise**
- Proactively maintains a sound working knowledge of developments in external HR policy, practice and regulation to build credibility, confidence and business insight.
- Is the “go to person” for first-line advice and guidance on specific HR practical processes and policies.
- Should have demonstrable experience of understanding and using best practice in HR processes and systems.
- Should be part-qualified within the HR discipline or has a relevant professional HR experience.
- Coaches & facilitates functional managers to embed people processes across the organization

**Relationship & stakeholder management**
- Develops good working relationships with appropriate colleagues throughout the British Council to facilitate the effective provision of high quality and customer-focused services and advice
- As required, represents the British Council in discussions and dealings with external suppliers/providers
- Take on an HR leadership role by managing and developing junior HR team members

**Leadership & management**
- Plans and prioritises own activities, which span across a range of different work streams or internal client relationships.
- Responds to changing and at times competing requirements to ensure effective delivery of responsibilities over a monthly/quarterly time horizon
- Tasks and coordinates direct reportees to complete activities in accordance with agreed corporate and regional procedures.
- Oversees the overall payroll process and ensure compliance with regional payroll management standards
To manage and oversee the implementation of the HRIS (MyHR) working with the project team and the relevant stakeholders on the ground. To be the approver for the admin transactions such as management of leavers and joiners, etc.

**Key Relationships:**

**Internal**
- Country Director, Area Director - Lahore, Director HR, Regional HR leads, HR in country team, SBU Leads and staff in country

**External**
- External partner organizations and service providers

**Role Requirements:**

<table>
<thead>
<tr>
<th>Threshold requirements:</th>
<th>Assessment stage</th>
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</thead>
<tbody>
<tr>
<td>Passport requirements/Right to work in country</td>
<td>Must have the right to work in Pakistan</td>
</tr>
<tr>
<td>Direct contact or managing staff working with children?</td>
<td>No</td>
</tr>
</tbody>
</table>

The British Council takes the welfare and safety of children very seriously and as such your behavior is expected to be in line with British Council’s Child Protection Policy and Code of Conduct. Irrespective of your individual role, you will have the responsibility for safeguarding and promoting the welfare of children and supporting the implementation of the Policy.

**Person Specification:**

<table>
<thead>
<tr>
<th>Language requirements</th>
<th>Assessment stage</th>
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</thead>
<tbody>
<tr>
<td><strong>Minimum / essential</strong></td>
<td><strong>Desirable</strong></td>
</tr>
<tr>
<td>• English C1 (APTIS, or equivalent)</td>
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<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Assessment stage</th>
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</thead>
<tbody>
<tr>
<td><strong>Minimum / essential</strong></td>
<td><strong>Desirable</strong></td>
</tr>
<tr>
<td>• University Qualification</td>
<td></td>
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**Role Specific Knowledge & Experience**

<table>
<thead>
<tr>
<th>Minimum / essential</th>
<th>Desirable</th>
<th>Assessment Stage</th>
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<tbody>
<tr>
<td>• Strong HR generalist; well versed in all areas of the HR life cycle</td>
<td></td>
<td>Interview</td>
</tr>
<tr>
<td>• Knowledge of local law system</td>
<td></td>
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<tr>
<td>• Working knowledge of employment and labour law in country where the post is</td>
<td></td>
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<tr>
<td>• 3 years demonstrable experience of understanding and using best practice in HR</td>
<td></td>
<td>Shortlisting</td>
</tr>
<tr>
<td>Processes and systems</td>
<td></td>
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<td></td>
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<tr>
<td>▪ Good experience in handling complex HR matters</td>
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**Role Specific Skills**  
**Assessment Stage**  
- ▪ Ability to work effectively in a matrix environment  
- ▪ Proficient in data analysis using Excel e.g. pivot tables  

**British Council Core Skills**  
**Assessment Stage**  
- **Communicating and Influencing** (Level 3)  
  Able to use a range of non-standard and creative approaches to inform, and persuade others, extending beyond logical argument to influence decisions and actions in a way which is inclusive and engaging.

- **Planning and Organizing** (Level 3)  
  Develops and reviews the implementation of annual plans for a work group or function, taking account of business and customer requirements and reconciling competing demands.

- **Analyzing Data and Problems** (Level 3)  
  Seeks out and examines a range of information to identify patterns, trends and options, to solve multifaceted and complex problems.

- **Managing Risk** (Level 3)  
  Has track record of analyzing potential risks, promoting risk awareness, and holding others to account for their practices.

- **Managing People** (Level 1)  
  Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes.

**British Council Behaviours**  
**Assessment Stage**  
- The position holder will be required to demonstrate all six behaviours, on the job. These will be assessed during year end performance evaluations.

- **Behaviours assessed during interview stage of recruitment process**  
  - Connecting With Others- More demanding  
  - Being Accountable- More demanding  
  - Working Together- Essential

- **Behaviours not assessed during recruitment process**  
  - Creating Shared Purpose- Essential  
  - Shaping the Future- Essential  
  - Making it Happen- More demanding

**Prepared by:**  
Nimra Athar  
**Date:**  
May 1, 2019