

Role Title

Ref no 18/11/257

Human Resources Manager

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Full time	6	Dhaka, Bangladesh	Indefinite	Director Human Resources Bangladesh

Role purpose

Support Director Human Resources in providing expert HR advice and support to staff in Bangladesh on Learning and Development (L&D), Performance Management, Compensation and Benefits, Terms and Conditions of Service (TACOS), Recruitment, HR Communications and staffing. Lead on Recruitment, Employer Branding, Workforce Planning and support HR Data Analytics and reporting for the Bangladesh operation. Support development and monitoring of HR systems, policies and procedures across British Council in Bangladesh, in compliance with global British Council HR policies. Act as HR Business Partner with identified teams.

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 British Council is well-established in Bangladesh having opened its first office in 1951. This is a large, high priority British Council operation, part of the South Asia region, which has seven offices in three cities.

The aim of the HR team is to work as a business partner for the countrywide operation. The capacity of the HR team has recently been strengthened to help achieve this ambition along with clear business benefit for the operation as well as to ensure high standards in compliance with the organisation's policies and procedures. The HR team, which consists of five people, 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.

Main opportunities/challenges for this role

The global HR team is undergoing a significant restructure to position it more effectively to support the rapidly changing needs of the British Council.

The main challenges for this role are to deliver –

- Effective resourcing solution by ensuring the right people in the right place at the right time.
- Fit for purpose and efficient HR services to all business units and functions.

Main Accountabilities

Resourcing

- Lead and execute end-to-end internal and external recruitment and selection lifecycle activities within defined timelines as per British Council framework. Support business units/ functions to meet their fast-growing recruitment needs in Bangladesh.
- Ensure all recruitment exercises are carried out in line with British Council recruitment and selection policy and standards.
- Ensure completion of pre-joining formalities of background verification, reference checks, pre-employment medicals for selected candidates.
- Oversee the recruitment of consultants and temporary staff.
- Lead and support workforce planning exercise for British Council Bangladesh as appropriate.

Employer Branding

- Lead on employer branding initiatives to ensure that British Council is positioned as an attractive employer in Bangladesh.

Data Analytics and Reporting

- Lead and/or assist on HR data analytics for the Bangladesh operation. This includes supporting in the management of the Global HR Information Management System on a real time basis and regular reporting of key HR metrics to Director Human Resources and the Senior Leadership Team.
- Responsible for sharing recruitment dashboard and reports for key internal stakeholders to make better recruitment decisions and ultimately improve the quality of hire.
- Collate and prepare external market analysis to build market profile in line with global HR framework to facilitate business specific sourcing strategies.

Compliance

- Ensure compliance to processes and manage internal and external audits related to recruitment.
- Monitor and track the performance of external partners like recruitment consultants, out sourced staff provider and background verification agency, etc. to ensure better services and value for money.

Operational HR and Line Management

- Assist in the development and delivery of the Learning and Development plan (L&D) for the Bangladesh operation.
- Support the delivery of Performance Management process for the operation. This includes supporting managers and staff regarding all aspects of performance management and ensuring staff are completing performance review and evaluations on time.
- Support Director Human Resources and/or lead in implementing a range of HR initiatives including talent management, employee engagement, employer branding etc.
- Oversee and assist in delivering day to day HR operation including HR record keeping.

- Assist staff in understanding relevant HR policies and procedures and knowledge of where to obtain guidance on them.
- Provide support to staff in terms of HR counselling and grievance handling.
- Line management of one HR Officer.

Embedding Equality, Diversity and Inclusion

- Be able to think global – act local. Understands how global HR principles affect area of specialism or geography
- Uses understanding of own culture and cultural differences to work collaboratively
- Takes account of, and shows respect for, diverse viewpoints
- Assesses proposals to identify potential impact on different groups of staff and escalates issues accordingly, proposing reasonable adjustments where appropriate

Managing Change

- Understands principles and techniques of change management and the use of diagnostic tools to review capability, in line with policies and our principles of fairness, to meet the needs of diverse groups of people
- Identifies, resolves or escalates issues relating to the impact of change, minimising risk of negative impact on any particular group within the population

Business Partnering

- Uses a range of techniques from questioning, probing through to formal surveys and data gathering to identify the key issues
- Builds effective relationships through providing sound advice based on management information
- Relates management information to the business context
- Works with managers to build management capability including a diversity focus
- Shows active curiosity about the business beyond HR and people aspects
- Balances consistency and flexibility when advising on people issues in different countries, including advice on appropriate reasonable adjustments in line with our principles of fairness

Key Relationships

Internal

Recruiting managers, global and regional HR business partners, corporate HR, HR colleagues in other countries, in-country Senior Leadership Team and all staff.

External

External HR advisers or other professional consultants as needed, for example, for recruitment consultants and background verification service provider.

Role Requirements

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Bangladeshi passport holder or legally entitled to work in Bangladesh.	Shortlisting
Direct contact or managing staff working with children?	No	N/A
Notes	ID, local/international police record check, qualification and reference checks are required for external candidates.	-

Person Specification		Assessment stage
Language requirements		
Essential	Desirable	Assessment Stage
English Language at Proficiency Level equivalent to IELTS band score 6.5		Shortlisting
Qualifications		
Essential	Desirable	Assessment Stage
Graduate in any discipline.	Professional qualification in HR.	Shortlisting
Role Specific Knowledge, Skills & Experience		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ At least 5 years work experience in HR and 2 years in a similar position with a clear understanding of the HR recruitment processes in mid to large scale organisations. ▪ Very good understanding of organisation resourcing strategy. ▪ Strong HR generalist skills; well versed in all areas of the HR life cycle. ▪ Knowledge about HR analytics and the use of HR big data. ▪ Working knowledge of employment and labour law in Bangladesh ▪ Excellent MS Excel and data management skills. 	<ul style="list-style-type: none"> ▪ Strong knowledge of recruitment practices, metrics and guidelines. ▪ HR business partner experience in an international context working in a multinational and multi-cultural organisation. ▪ Experience of working in a matrix management structure. 	Shortlisting and interview
Role Specific Skills		
Essential	Desirable	Assessment Stage
<p>Resourcing – Level 3 Advises on resourcing solutions using evidence and market knowledge: Provides training and coaching to hiring managers on recruitment process and best practice in attracting and selecting from a diverse pool of candidates. Effectively manages relationships with stakeholders and candidates. Develops specialism in one area – systems, social media, psychometrics. Runs campaigns and suggests ways to maximize employer brand value and the diversity of the candidate pool. Able to use Talent Pooling and prioritization of candidates as part of effective Talent Acquisition. Uses evidence to recommend solutions and is</p>		Shortlisting and/or Interview

aware of value and cost.

HR Operations, Advisory and Customer Service – Level 3

Manages a set of transactional services and monitors service levels:

Assesses high level customer service requirements through partnering with key customers and stakeholders.

Manages service delivery teams in one or more areas.

Determines priorities for service delivery and information requirements in one or more divisions of the organization.

Liaises with suppliers to solve problems and improve service.

Manages delivery of and takes ownership for one or more processes. Monitors to ensure they are fit for purpose and in line with our policies.

Data, Analytics and Reporting – Level 2

Analyses data for a purpose:

Uses descriptive data to illustrate a particular aspect of HR. This covers most of the standard reports from the HRIS, for example, headcount, turnover, absence rates and age profiles.

Educates stakeholders as to importance and wider purpose of data.

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 Organising (Level 2) – Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.

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.

Shortlisting and Interview

British Council Behaviours

Assessment Stage

Connecting with Others (more demanding): Actively appreciating the needs and concerns of myself and others.

Working Together (essential): Establishing a genuinely common goal with others.

Making it happen (more demanding): Challenging myself and others to deliver and measure better results.

Interview

Prepared by

Date

Faisal Obaid
Director HR, Bangladesh

November 2018

“The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989”

“The British Council is committed to a policy of equal opportunity. Our policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, age, disability, ethnicity, religion or marital status. We guarantee an interview to disabled candidates who meet the essential criteria”