

**Role Title**

Ref no- 18/10/263

**Human Resources Officer**

**Role Information**

Role Type	Pay Band	Location	Duration	Reports to
Full time	4	Dhaka, Bangladesh	24 months	HR Manager

**Role purpose**

To provide quality administrative and management support to the HR operation in compliance with all aspects of Human Resources tasks, including Learning & Development, Performance Management, Recruitment, Induction and other day to day operational tasks.

**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.

**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

- Providing necessary support in the change process.
- Supporting the rollout of global HRIS in Bangladesh.

## Main Accountabilities

### Recruitment

- To carry out pre-employment checks including preparing draft contracts, ensuring reference checks, medical examinations etc have been completed before new recruits start work.
- To support the HR manager to ensure that new starters receive induction and follow up on post induction.
- Be the first point of contact for external and internal applicants.

### Performance Management

- To ensure all copies of performance evaluations are collected and filed accordingly.
- To be responsible for updating yearly ratings in all relevant data.

### Learning and Development

- Follow up with staff for completion of the mandatory trainings and update the staff training database including individual training records
- Arrange logistics support for various HR initiated staff development trainings/events/workshops etc
- Supporting HR team in the development and implementation of the learning and development plan

### Operational HR

- Update and maintain individual HR personal files, including certificates and salary updates.
- Ensure all staff have their leave record in place (whether manually or online)
- Manage both the offline staff information database and the online HR database with updated people information
- Update organisation organogram
- Be compliant by ensuring all necessary HR policies, records, documents and recruitment records are filled properly in both printed and soft copies
- Provide HR support to operational teams in terms of handling basic HR queries and providing necessary HR forms.
- Work with line managers to ensure all corporate procedures are followed during staff exit.
- Prepare & issue employment contract, promotion / transfer letter, extension of contract letters, experience certificates and acceptance of resignation letters to staff according to approval
- Work with line managers to ensure staff resignation/exit process is managed properly.
- Maintain exit interview data for the HR team.
- To provide necessary support in the implementation of global HRIS.

### Embedding Equality, Diversity and Inclusion

- Demonstrates sensitivity to individual, national and cultural differences and applies this awareness to interaction and communication in day to day work
- Understands and exemplifies the British Council's Equality, Diversity and Inclusion approach.

### Managing Change

- Understands the basic role of the internal change agent and applies models of change management to suit the situation
- Contracts with the internal client and clearly states the position of the British Council regarding our commitments to diversity.

### Business Partnering

- Provides accurate, consistent and timely management data / information
- Supports employees and managers to apply British Council policies and procedures consistently, fairly and to ensure no unjustified discrimination
- To demonstrate understanding of the immediate business and how it works as well as the wider British Council
- Uses language the business understands
- Can articulate the value of HR to the business in an engaging way.

## Key Relationships

### Internal

Recruiting managers, regional HR business partners, 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
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### Language requirements (DELETE IF NOT APPROPRIATE)

<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ English Language at Proficiency Level equivalent to IELTS band score 6.5		Shortlisting

### Qualifications

<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ Graduate in any discipline.		Shortlisting

<b>Role Specific Knowledge &amp; Experience</b>		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ Very good knowledge and understanding of general HR management process.</li> <li>▪ Some formal/informal work experience in HR in an organisational capacity.</li> <li>▪ Very good knowledge and understanding of recruitment process and HR data and record management.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Knowledge of Bangladesh labour law.</li> </ul>	Shortlisting and/or interview
<b>Role Specific Skills</b>		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<p><b>Data, analytics and reporting (Level 1):</b>  Reports on more complex information to produce customised reports. Collates, organises and presents data accurately.  Proficient in technology (Excel and Access).  Demonstrates and applies awareness of system constraints and capabilities in records management.  Displays awareness of organisational / legal requirements re: electronic employee data collection and recording, to highest professional standard.  Performs regular audits of the data to maintain and improve data integrity.  Understands the HR data and planning cycle.  Provides data to support the regular elements of the HR and business planning and reporting cycles.  Understands risks and compliance in using and storing data.</p> <p><b>HR operations, advisory and customer service (Level 1):</b>  Operates a set of transactional processes e.g. joiners, leavers, payroll changes.  Inputs and maintains accurate employee records in a computerised HR information system.  Provides first line support for employee queries when these cannot be solved by self-service; escalates more complex questions quickly.  Maintains systems security and data confidentiality.  Demonstrates understanding of the British Council's HR system and the method, risks and benefits of storing HR information.  Creates routine reports from a standard set to meet requirements.  Updates self-service guidance.</p>		Shortlisting and/or Interview
<b>British Council Core Skills</b>		<i>Assessment Stage</i>
<p><b>Communicating and influencing (Level 2)</b> Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p>		Shortlisting and/or Interview

<b>Planning and Organising (Level 1)</b> Able to plan own work over short timescales for routine or familiar tasks and processes.	
<b>British Council Behaviours</b>	<b>Assessment Stage</b>
<b>Behaviours assessed during interview stage of recruitment process</b>	Interview
<p><b>Connecting with Others (essential)</b> Making regular opportunities to understand others better.</p> <p><b>Creating Shared Purpose (essential)</b> Communicating an engaging picture of how we can work together.</p> <p><b>Working Together (essential)</b> Establishing a genuinely common goal with others.</p>	
<b>Behaviours not assessed during recruitment process</b>	
<p><b>Being Accountable (essential)</b> Delivering my best work in order to meet my commitments.</p> <p><b>Making it Happen (essential)</b> Delivering clear results for the British Council.</p> <p><b>Shaping the Future (essential)</b> Looking for ways in which we can do things better.</p>	
<b>Prepared by</b>	<b>Date:</b>
Faisal Obaid Director HR	October 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”*