

## Role Title

Human Resources Manager, South Caucasus Cluster

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Operational, Advisory, Policy and Expertise	Pay band 6/G	Baku, Azerbaijan	2 years fixed term, renewable	HR Business Partner, Wider Europe (based in Israel), dotted line to Country Director Azerbaijan

## Role purpose

Focus of the role will be to lead the HR field in the South Caucasus cluster with a special focus on Azerbaijan in the first year. The role holder will be responsible for providing Human Resources (HR) policy and operational support to the South Caucasus Leadership Team (SCLT) in achieving its cluster strategy, through the management of change and implementation of consistent, efficient and effective HR practices. The role holder will also be responsible to provide Country management and staff with guidance and HR services consistent with the British Council's corporate policies and requirements. Advise on the requirements of local labour legislation on a range of HR issues.

## 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.

**Wider Europe** is the region where Europe meets Asia and the Middle East. Spanning 15 diverse countries, it is both dynamic and turbulent, with fast emerging economies, young and still fragile democracies and deep-seated tensions which risk driving some countries back into isolation.

**South Caucasus Cluster** is a geographical grouping of the three South Caucasus countries, with each country operating an independent bilateral programme of cultural relations with the UK, but with operational efficiencies achieved through shared professional services in finance, Human resources and other areas of expertise. The Human Resources Manager will be based in Azerbaijan and will lead on HR in Azerbaijan and in the other two South Caucasus countries, Armenia and Georgia through close communication and collaboration with teams in those two countries. The post may involve occasional travel to other countries.

**British Council Azerbaijan** is an important country operation with a broad and varied programme: English language teacher training, examinations and arts are prominent but we also

have a growing engagement in higher education sector. Impact is expanding in all parts of our programme through new partnership work. We have existed in Azerbaijan for 25 years.

### Function overview:

The Global HR team is undergoing a significant transformation to position it more effectively to support the rapidly changing needs of the British Council. The role will be reporting to the Human Resources Business Partner of Wider Europe who is based in Israel with a dotted line reporting to the Country Director of Azerbaijan.

### Main opportunities/challenges for this role:

Operating in an international organisation with flexible working practices and matrix management, the role offers exciting opportunities in

- working effectively in a matrix environment and make a strong contribution to HR work
- establishing himself/herself as a **strategic HR Business Partner** working in close cooperation with the leadership teams in the South Caucasus countries
- Preparing and managing monthly payroll in Azerbaijan from HR side and working with external legal advisors/accountants and British Council Finance team to approve payroll calculation.

Working closely with the regional HRBP and Country Directors, the role holder will be expected to actively contribute to and manage all people aspects of the South Caucasus Cluster. The main priority for the first year will be to manage HR operation and processes and people aspects in Azerbaijan, but at the same time contributing and managing staff planning-implementation-creating new roles-recruitment-deployment-redundancy process where applicable and communication for the South Caucasus countries (Armenia and Georgia)

### Main Accountabilities:

#### Consultancy, analysis & problem-solving

In consultation with HRBP, advise senior managers in the cluster on future HR needs for an operation which is focused on cluster level operation, business development, high-quality delivery and strong customer service, and advise on innovative, forward-looking strategies for delivery of routine services

#### Service improvement

- Focus of the role will be to lead the HR field in the South Caucasus cluster with a special focus on Azerbaijan in the first year. Conducting a review of HR practices in Azerbaijan, including payroll. This will be followed by an HR review for the cluster to identify and address inconsistencies and potential improvements in HR practice and annual people cycle.
- Contribute to the operational review including global payroll project, mixed roles and shared services.
- Coordinate and manage the cluster data entry and all aspects of HR Information Systems Project (People Data/Software).

#### Functional expertise

- In consultation with regional HRBP and relevant Head(s) of Centres of Expertise, contribute to the development and ensure consistent implementation of country/cluster-specific HR policies and procedures, guidelines and systems within the cluster

- Working with the Regional Pay & Rewards Lead, support the cluster leadership team in relation to Pay for Performance, country pay proposals, market surveys based on cluster needs, and advise on job offer related packages in line with corporate and regional Pay Strategy.
- Manage the recruitment of full, part time and temporary staff and induction in Azerbaijan, and support all recruitment in other South Caucasus countries. Also oversee all cluster recruitment and placement activities i.e. advertising, short-listing, interviewing, preparing letters of appointment, inducting new colleagues and managing their probation. Provide support to the cluster countries in relation to the implementation of corporate behaviours, definition and evaluation of role profiles and interviewing. Maintain the recruitment process in line with the regional agreed key performance indicators.
- In consultation with Country Directors and relevant stakeholders, coordinate an annual **learning and development (L&D)** needs analysis within the cluster, develop and implement the L&D plan.
- In consultation with the regional Talent and Development Manager and HRBP, coordinating the implementation of regional **talent management and succession planning in the cluster** by identifying top talent, critical roles, key skills and high potentials, facilitating discussions with relevant stakeholders.
- Working closely with regional HR team, lead on **performance management** to ensure consistency across the cluster, and support line managers in addressing performance issues and focusing on development
- Act as escalation point for all **employee relations** issues within cluster and assist HRBP in providing advice and managing grievances and disciplinary issues.
- Ensure that all HR policies and practices are followed in Azerbaijan and all countries and that **terms and conditions of service** are reviewed (including common labour agreements) and meet corporate standards and regional policies and local labour regulations.
- Prepare the monthly payroll for Azerbaijan for processing in line with British Council standards and local labour regulations.
- Working closely with the Georgia Teaching Center Manager, and to cascade the Regional HR Strategy and integrate the people agenda with non-teaching function.

### Leadership & management

- Taking into account the priorities of the countries, translate regional HR strategy into cluster objectives and action plans and implement them
- Working closely with the Resources team in the cluster, supervise and coach them on the HR relevant processes.

### Key Relationships:

#### *Internal*

- Regional HR team
- Country Directors in Azerbaijan, Armenia, and Georgia
- Cluster Leadership Team
- Resources Managers/Coordinators in all three South Caucasus countries

**External**

- Candidates
- Suppliers (Recruitment Agencies/Payroll providers/Legal Advisors)

**Role Requirements:****Threshold requirements:** **Assessment stage**

<b>Passport requirements/ Right to work in country</b>	You must have the right to live and work in Azerbaijan.	<i>Shortlisting</i>
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<b>Direct contact or managing staff working with children?</b>	No	<i>N/A</i>
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<b>Notes</b>	The Human Resources Manager will be based in Azerbaijan and will lead on HR in Azerbaijan and in the South Caucasus, in communication with the teams there. The post may involve occasional travel in the cluster.	<i>Shortlisting</i>
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**Person Specification:** **Assessment stage****Role Specific Knowledge, Experience & Skills**

<b>Role Specific Skills</b>	<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>• People oriented, and results driven</li> <li>• Consultancy skills</li> <li>• Strong analytical and planning skills</li> <li>• Broad stakeholder management and influencing skills</li> </ul>	<i>Interview</i>

**British Council Core Skills** **Assessment Stage**

<p><b>Communicating and Influencing (level 2). Relates communications to circumstances.</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> <p><b>Managing Projects (level 2). Analyses project data</b> Examines project data and performance, reporting on progress and recommending corrective action as needed.</p> <p><b>Planning and Organising (level 2). Plans ahead</b> Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</p> <p><b>Analysing Data and Problems (level 2). Uses data</b> Reviews available data and identifies cause and effect, and then chooses the best solution from a range of known alternatives.</p> <p><b>Managing Risk (level 1). Follows good practices</b> Demonstrates understanding of risk management policies and procedures and record of following them.</p>	<i>Shortlisting and Interview</i>
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**British Council Behaviours** **Assessment**

	<b>Stage</b>
<p><b>Making it happen (more demanding)</b> Challenging myself and others to deliver and measure better results</p>	<i>Interview</i>
<p><b>Working together (more demanding)</b> Ensuring that others benefit as well as me</p>	<i>Interview</i>
<p><b>Connecting with others (more demanding)</b> Actively appreciating the needs and concerns of myself and others</p>	<i>Interview</i>
<p><b>Shaping the Future (Essential)</b> Looking for ways which we can do things better</p>	} <i>Performance Management Purposes Only</i>
<p><b>Creating Shared Purpose (Essential)</b> Communicating an engaging picture of how we can work together</p>	
<p><b>Being Accountable (Essential)</b> Delivering my best work in order to meet my commitments</p>	

### Language requirements

<b>Minimum / essential</b>	<b>Desirable</b>	<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>Excellent written and spoken English (C1 according to the Common European Framework of Reference for Languages)</li> <li>Native-speaker of Azerbaijani</li> </ul>	<ul style="list-style-type: none"> <li>Russian language skills</li> </ul>	<i>Shortlisting</i>

### Qualifications

<b>Minimum / essential</b>	<b>Desirable</b>	<b>Assessment Stage</b>
University degree, Human Resources qualification or equivalent/relevant working experience		<i>Shortlisting</i>

### Prepared by:

HRBP Wider Europe and Country Director Azerbaijan

### Date:

26 November 2018