

Role Title

Human Resources Operations Manager

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Human Resources	G / PB 6	Thailand	Indefinite	Head HR, Thailand

Role purpose

The global HR team has undergone a significant restructure to position it more effectively to support the rapidly changing needs of the British Council. In conjunction with the implementation of My HR and shared services for East Asia and South Asia by summer 2019, this role is key to ensuring HR services in country are consistent with global CoE strategies, guiding principles, policies and procedures, processes and practices, and where necessary, aligning with the direction from the head of country HR, in support of the British Council Thailand's overall objectives and business priorities, regional and corporate policies and directions.

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.

Overview:

Thailand operation is the second largest entity in the East Asia region which is a very dynamic region with continuing economic growth. BC Thailand is seeking to increase our impact significantly in order to accommodate significant growth plans for all our programmes in all SBU areas.

British Council Thailand has 6 teaching centres, 5 in Bangkok - Siam Square, Ladprao, Pinklao, Chaengwattana and Srinakarin - and 1 in Chiang Mai. Siam Square is the hub of this network. There are 4 large direct teaching contracts with schools and numerous contracts with companies. The teaching centres deliver core BC Adult and YL teaching products, delivering 70,000 class hours (44,000 young learners & 26,000 adult learners) to around 9500 learners (6500 young learners & 3000 adult learners) per teaching term.

The British Council in Thailand changed status in 2012 from a Branch office to become a company limited by shares and is structured using 3 interconnecting companies: BC Thailand Holding Company, made up of BC Operations housing Project, Programmes, Examinations operations, and business support services and BC Language Teaching which forms the Thailand Teaching Business.

Main Accountabilities:

HR management and team working:

- Manage and provide all HR operational processes to the Thailand team on HR trends both externally and internally via the British Council regional and global offices; conduct regular meetings with the country HR Business Partners
- Active participation at team meetings, active communication and engagement between meetings
- Provide on-going HR advisory/expertise in related HR operation matters and appropriate feedback where required
- Ensure Equality, Diversity and Inclusion (EDI) issues are acknowledged and openly discussed among staff and project teams, appropriate action is planned and implemented
- Complete HR elements of Diversity assessment framework (DAF) submit on time to agreed target level, working with the country EDI working group
- Lead the complete employee life cycle activities for Thailand across 6 centres of British Council.

Staff Development

- Support Training Administration:
- Maintain and update staff training database.
- Coordinate and track completion of core training programmes
- Track and monitor bids for staff development funding.
- Support line managers in coordinating training/ development activities for their teams.
- Ensure Core (mandatory) training (including refresher training) is completed by all staff within agreed timeline.
- Ensure applications and supporting documents are in order and complete, submit and follow-up on training subsidies in a timely manner.

Employee Relations

- Prepare and communicate HR-related information to staff by posting updated information/ forms on Intranet, at HR team meetings and staff meetings.
- Conduct employee engagement survey and implement engagement activities to build employees engagement with company.

Equal Opportunities and Diversity

- Support HR business partner to track EO&D issues, implement systems and practices that enable fair employment and diversity within the workplace.
- Assist to gather and prepare evidence for annual Diversity Assessment Framework assessment exercise.

Budget management

- To assist in forecasting, monitoring and reporting against staff salaries, training and medical expenditure on an annual, monthly basis.

Legal Compliance

- To ensure compliance with local legislation in relation to all staff employed by BC Thailand regardless of contractual status, nationality or residence status.
- Being as business process owner in audit and ensure all audit processes are aligned with audit requirement as well as manage action plans to improve processes improvement

Supplier management

- To manage external suppliers such as health insurance, staff records, database

administration, immigration (visa & workpermit) and payroll process and training providers to ensure value for money.

Other Duties

- Assist in implementation of ongoing Human Resources projects and any other duties as assigned.

Line management of HR posts

- Line manage and develop HR operations and payroll staff in Thailand

Key Relationships:

Internal

Country HR team members, finance team members, regional and global colleagues in the HR community, all staff members in Thailand.

External

Regulatory authorities for labour, and employment, local training, benefit, payroll providers, external recruitment and staffing vendors, HR and labour consultancies including immigration office

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Right to work in country and able to travel through all countries in the cluster	Shortlisting
Direct contact or managing staff working with children?	No	N/A
Notes	Pre-employment medical check-up and reference checks will be carried out prior to successful appointment to the post.	

Person Specification:	Assessment stage
-----------------------	------------------

Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ Bachelor's degree or higher human resources or business administration	Master's degree	Shortlisting
▪ English Language at Proficiency Level	Local language at Intermediate Level	Shortlisting, paper test & Interview

Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>

At least 5+ years of hands on HR generalist experience, preferably in areas of HR administration	General HR Administration, Payroll and accounting experience in the international company	Shortlisting & Interview
Role Specific Skills		Assessment Stage
<ul style="list-style-type: none"> Managing projects (leads smaller projects) Communicating and influencing (develops annual plans) Planning and organizing (develops annual plans) Analyzing data and problems (analyses patterns) Managing risk (develops the culture) <p><i>In addition to the above standard skillsets required, a successful candidate will possess the below skills and experiences that are necessary and specific to the position:</i></p> <ul style="list-style-type: none"> HR generalist; well versed in all areas of the HR life cycle Knowledge of Thailand labour law and employment practices Knowledge of best practice in HR management <p>Strong written and oral communication skills in English</p>		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
<ul style="list-style-type: none"> Making it Happen (More Demanding) Working Together (More Demanding) Being Accountable (More Demanding) <p><i>Not assessed in recruitment:</i></p> <ul style="list-style-type: none"> Connecting with others (Essential) Creating Shared Purpose (More demanding) Shaping the Future (Essential) 		Shortlisting AND Interview
Prepared by:		Date:
Jude Suratchai Julapiphat		23 th November, 2018