

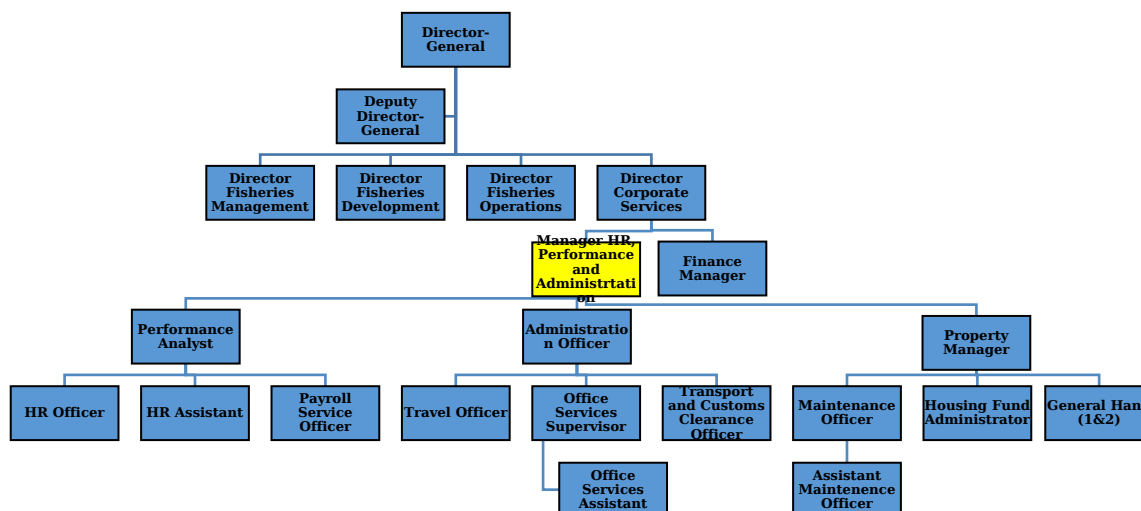
Job Identification

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| Job Reference: | |
| Job Title: | Manager - Human Resources, Performance & Administration |
| Work Unit: | Human Resource Unit |
| Responsible To: | Director Corporate Services |
| Responsible For: | 15 staff |
| Job Purpose: | <p>This position provides strategic, policy and technical advice to Executive and Management relating to:</p> <ul style="list-style-type: none">- the FFA's Statement of Intent, Annual Report and other governance policies and documents;- Planning, monitoring and evaluation of Agency programs, including within the Annual Work program and Budget processes;- Human Resources recruitment, administration, payroll and performance management. <p>The position manages the Administration and Human Resources units within Corporate Services Division and involves hands-on management of some aspects of this work.</p> |
| Date: | 30 August 2016 |

High-level Direction

The incumbent requires a clear understanding of the principles and policy guidance within the FFA Convention (1979) the FFA Strategic Plan 2014 - 2020, the Roadmap for Sustainable Pacific Fisheries (as endorsed by Leaders in 2015), the FFA's Staff Regulations, Governance Policy and other key policy documents.

Organisational Context



Key Result Areas

This encompasses the following **major functions** or Key Result Areas

1. Human Resource Management, Administration and Property Management
2. Performance Management and Monitoring and Evaluation
3. Strategic Planning and Reporting
4. Strategic Policy Advice

The **performance requirements** of the Key Result Areas, are broadly described below;

| Jobholder is accountable for | Jobholder is successful when |
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| <ol style="list-style-type: none"> 1. Effective Leadership, Oversight and Management of Human Resource functions HR Unit <ul style="list-style-type: none"> • Recruitment and Selection • Capability building and development • Contract of Employment • Effective, ethical and efficient management of Staff Benefits and Entitlements • Salary and remuneration • Job Analysis and Job Evaluation • Payroll Services - in consultation with Manager Finance: <ul style="list-style-type: none"> □ Liaise periodically with Central Bank and retail banks for approval of staff salaries and other funds to be sent offshore in timely fashion. • In consultation with other staff, promoting values recognising diversity, gender and teamwork | <ul style="list-style-type: none"> • Develop and maintain comprehensive HR policies and processes • Recruitment delivered in timely fashion with positive outcomes. • Timely and accurate Payroll services, integration of Orange/Sage systems and self-service capabilities advanced. • Demonstration of ethical behaviour and promotion of teamwork and FFA values with a measurable commitment to advancing Gender issues • Up to date Terms of Reference and Job descriptions for all positions |

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| | <ul style="list-style-type: none"> • All staff under contract with renewals and recruitment in timely fashion |
| <p>2. Oversee Staff Administration and other administrative functions -</p> <ul style="list-style-type: none"> • Administer Staff Regulations • Assist with delivery of contracts for services • Records Management and Filing • Transportation and Travel • Occupational Health and Safety • Insurance | <ul style="list-style-type: none"> • Administrative Regulations and procedures current and observed • Appropriate regulations, policies and manuals updated and available. • Effective administration services supporting Agency operations, staff and member countries • Safe and secure working environment for staff |
| <p>3. Supervise staff in the effective oversight of Property and Housing functions in area of technical expertise</p> <ul style="list-style-type: none"> • Ensure effective management of the FFA property portfolio • Implementation of reforms aimed at promoting sustainability of Housing Fund • Maintain high quality stock of available FFA housing • Ensure fairness in provision and delivering of housing to all FFA staff | <ul style="list-style-type: none"> • Staff have equitable access to good quality, well maintained housing • Contractors provide good quality and value for money services in timely fashion • Recommendations of 2016 Housing Audit addressed and/or implemented. • Housing Fund is self-sustaining |
| <p>4. Provide Effective Policy Advice on Performance Management and maintain appropriate systems</p> <ul style="list-style-type: none"> • Implement and oversee fit-for-purpose performance management systems with timely completion and adherence <ul style="list-style-type: none"> o Individual Performance o Organization Performance o Organisational reform and renewal • Maintain professional knowledge of Performance and M&E Systems • Provide advice on performance settings and rewards • Monitor and evaluate overall effectiveness of Secretariat activities • Ongoing review of AWPB activities and measures • Reporting to Members | <ul style="list-style-type: none"> • Develop and implement cost-effective and meaningful performance systems • Linkages between systems and available budgets are sound and durable. • Systems implemented in timely fashion with strong uptake and adherence • Coordinate with CROP processes where possible • Quarterly progress reports on activities and measures • Engagement on M & E policies and issues • Monitor CSLA's and assist in reporting and development as required |
| <p>5. Effectively support and implement Strategic Planning initiatives for the Agency</p> | <ul style="list-style-type: none"> • SOI timely and endorsed by FFC |

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| <ul style="list-style-type: none"> • Strategic design and reporting • Coordinate and update the Statement of Intent • Coordinate and assist in providing the Annual Work Program and Budget (including Performance Measures), particularly in relation to staff costs • Draft and oversee the Annual Report • Assist in formulation of project proposals and program reporting for donors. | <ul style="list-style-type: none"> • Annual Report robustly describes and captures services provided by the Secretariat • High-quality AWPB • Contribution to proposals and donor reporting timely and relevant. |
| <p>6. Effective Networking with Key Stakeholders</p> <p>In consultation with Director, Corporate Services:</p> <ul style="list-style-type: none"> • Participation in CROP meetings related to the area of expertise and responsibilities • Report and make recommendations to Executive and Management on current HR and relevant remuneration practices by other CROP Agencies relevant to FFA • Maintaining a keen understanding of change management and reforms in the wider HR sector appropriate to the FFA. | <ul style="list-style-type: none"> • FFA interests are maintained and advanced within CROP processes • Informed, proactive decision-making by Executive in areas of relevant CROP engagement • FFA remains abreast of key management trends and programs. |
| <p>7. Effective Meeting Support</p> <ul style="list-style-type: none"> • Draft and provide papers to FFC Meetings in areas of responsibilities on behalf of the Director CSD, DDG and the DG such as:- <ul style="list-style-type: none"> o SOI, Annual Report etc. o Organisational Structure proposals • Facilitate other meetings as required. | <ul style="list-style-type: none"> • Papers, proposals and recommendations are acceptable and approved • Positive FFC Min feedback to Corporate Performance. • Key governance documents of high quality and meet key milestone requirements. |

Note: The precise performance measures for this job will be further defined between the jobholder and supervisor as part of the FFA Performance Management system on an annual basis.

Work Complexity

The most challenging duties typically undertaken-;

- Delivering key corporate policies and documents with clarity under tight deadlines utilising a high standard of written English
- Interpreting policies and regulations to deliver clear recommendations on staff entitlements and benefits, salaries and wages
- Delivering timely advice on a complex agenda of corporate and administrative functions

- Providing clear advice and implementing performance management systems
- Promoting sustainable Business Systems, in consultation with Manager Finance and DCS.

Functional Relationships & Relationship Skills:

| Key internal and/or external contacts | Nature of Contact most typical |
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| External <ul style="list-style-type: none"> • Applicants to FFA advertised positions • Local and overseas service providers • Donor • Local Statutory Bodies • Member Countries | <ul style="list-style-type: none"> • Provide information on selection processes shortlisted candidates and take part in selected interview processes • Seek quotes for services and negotiate prices of services – administer such procurement according to FFA policies • In Liaison with DCS, develop programs provide information and reports where appropriate pertaining to FFA assessments and evaluations • In consultation with Manager Finance, liaise with relevant statutory bodies and authorities in areas pertaining to responsibilities (Taxation, NPF etc.) • Provide input to CSLA (Service Level Agreement) processes as required and other input from time to time in area of expertise |
| Internal <ul style="list-style-type: none"> • Director-General and Deputy Director-General • Director, Corporate Services • Divisional Directors in other areas of Technical responsibilities | <ul style="list-style-type: none"> • Provide timely policy advice in relation to area of responsibilities and implement decisions as required. • Assist the DCS in all relevant aspects of the work of the Division, provide timely reporting and advice • Ensure key functions are maintained in timely and effective fashion • Liaise and coordinate with other Divisional Directors on all aspects of relevant work. |

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| <ul style="list-style-type: none"> All staff | <ul style="list-style-type: none"> Obtain input from Directors for compilation of Annual Work Programme and Budget, Statement of Intent, CSLAs, Annual Report Provide information to Directors from time to time in HR policies, practices and clarifications of staff regulations (Benefits and Entitlements) On request provide staff with information on issues pertaining to salaries, benefits and entitlements, contracts of employment, values, diversity and gender issues. |
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Level of Delegation

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| <ul style="list-style-type: none"> Manage approximately 15 staff members in the Unit Authorise up to USD\$10,000.00 Manage a budget of USD\$300,000.00 |
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Person Specification

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| Essential |
| 1. Minimum qualification of a Degree in Strategic Management, Human Resources Management, Economics or related field |
| Knowledge and Experience |
| 2. At least 7 years' experience as a Manager in the areas of responsibilities |
| 3. Proven experience in setting priorities, and determining resource requirements; short or long-term goals and strategies to achieve them |
| 4. Proven experience in coordinating with multiples teams within and with other organisation to accomplish goals; monitor progress and evaluate outcomes |
| 5. Proven experience in budget planning and budget reporting |
| 6. Demonstrated ability to lead and manage a medium sized work unit |
| 7. Sound knowledge and practical experience in application of performance management concepts, principles and practices related to planning, monitoring and evaluation, employee performance and organisational performance |
| 8. Can define and identify the organisation's mission and functions and how its HR, policy and management systems support such objectives. |
| 9. Demonstrated ability to communicate effectively and express information (make clear, concise and convincing oral and high-quality written presentations) with different audiences. |

Key Skills/Attributes/Job Specific Competencies

The following levels would typically be expected for the 100% fully effective level:

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| Expert Level | <ul style="list-style-type: none"> • FFA's Governance Framework, including Strategic Plan, Statement of Intent, Annual report and overall accountability processes and documents • Performance Management Frameworks • Policy Review and Development • Understanding and appreciation of the role of the position within Corporate Service Division and its relationship with the Executive • High standard of written and oral English • Effective time management and prioritisation • Strong capability with IT applications relevant to position duties and requirements |
| Advanced Level | <ul style="list-style-type: none"> • Knowledge of Programmes delivered by FFA • Knowledge or reporting frameworks • Analytical skills • Clear understanding of Member countries and Pacific Leaders' policy direction and aspirations • Understanding and commitment to diversity, gender and values |
| Working Knowledge Level | <ul style="list-style-type: none"> • CROP stabilisation mechanism |

Key Behaviours

All employees may be measured against the following Key Behaviours as part of Performance Development

- Commitment/Personal Accountability
- Professional/Technical Expertise
- Teamwork
- Customer Focus
- Effective Communications & Relationships
- Leadership
- Commitment to values, gender and diversity policies
- Coaching and Development (for Managers only)
- Strategic Perspective (for Managers only)

Personal Attributes

- Relevant Qualifications
- Excellent Analytical Skills
- Ability to work in an organized and systematic manner.
- Excellent written and oral English communication Skills
- Results orientation
- Ability to manage and work well in multi-disciplinary and multi-cultural teams.
- Ability to transfer information/knowledge to a non-technical audience
- Recognizes and responds appropriately to the ideas, interests and concerns of others
- Builds trust and engenders morale by displaying open, transparent and credible behaviour
- Respects individual/ cultural differences
- Utilizes diversity to foster teamwork

- Ensures others understanding of, involvement in, adaptation to a change process

Change to Job Description:

From time to time it may be necessary to consider changes in the job description due, for example, to budgetary, technological or statutory changes and reforms. Such Change may be initiated by your Director or by other members of the Executive including the Director-General and the Deputy Director-General. This Job Description may also be reviewed within the annual performance cycle.