

POSITION DESCRIPTION

MANAGER HUMAN RESOURCES (NATIONAL OFFICE)

Salary Scale	An attractive remuneration	Position Type	Established [3 years]
Structure:	Strategic Business Unit (SBU)	Corporate Services & Strategic Performance	
	Sub – Section: -	Human Resources Department	
Reports to:	Chief Strategic & Information Officer (CSIO)	# Reports (Direct & Indirect):	18 Positions Fiji Wide
Location:	National Office		

About Our Organisation

The Water Authority of Fiji is a corporate body established under the Water Authority of Fiji Act 2007 to make provision for the effective management and administration of the Water and the sewerage systems.

We are responsible for providing access to quality drinking water and wastewater services to over 154,000 residential and non-residential metered customers in the urban areas of Fiji and also setting up water supply systems in rural areas.

Position Objective

The Manager Human Resources is primarily responsible for maintaining and enhancing WAF's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices. The incumbent is also responsible for developing human resources/human capital management strategies in line with WAF's Strategic Plan goals. This position reports to the Chief Strategy and Information Officer.

Key Accountabilities

The Human Resources Manager is accountable for the provision of human resources support and advice across WAF for a current workforce of over 1,100 employees. Key accountabilities for the role include but not limited to:

Recruitment & Selection

- **Recruitment and selection:** Management of the recruitment and selection process including job advertisements, position descriptions, Manager interviewer training and coaching, preparation of employment contracts, offer negotiation and reference checks.
- **Employee lifecycle:** Induction and onboarding, performance reviews, grievance procedures, performance management, exit management.
- **Employee engagement:** Initiate and implement programs to support employee engagement and to foster a high-performance culture.

- **Training and development:** Development of individual performance and development plans and recommendations on HR training and development initiatives that can be leveraged to strengthen business results.
- **Remuneration and benefits:** Keeping abreast of salary trends including salary sacrifice opportunities and manage the remuneration review and internal movement process. Oversee the outsourced payroll process.
- **HR administration:** Management of the HRIS. Developing, reviewing and maintaining HR policies and procedures

Organisation Development and Workforce Planning

- Design, consult, coordinate and manage organisation-wide workforce planning and development processes that address issues such as organisation structure, job designs, succession planning, workforce development, employee retention and organisational change management
- Research, recommend and implement approved best practice HR Projects that are innovative and meet the objectives of the MHFA Strategic Plan
- Identify and monitor the organisation's culture so that it supports the attainment of the organisation's goals and promotes employee satisfaction

Occupational Health, Safety & Wellbeing

With the Manager OHS

- Monitor employee health and well-being and foster a safe, positive workplace culture through the development of employee workplace safety, health and well-being initiatives, programs and strategies

Employment Relations & Industrial Relations

- Provide the Board HR Subcommittee, Executive Management and staff with comprehensive, professional HR advice including award and contractual interpretation through the office of CSIO
- Monitor changes and ensure compliance to all industrial relations laws relevant to WAF
- Liaise with the CSIO and Payroll Officer(s) with regards to changes to employment conditions, industrial relations changes and updates concerning employment law
- Determine and recommend employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale, motivation, engagement, and capacity to implement change
- Provide support, advice and coach managers in all employee relations activities including performance management conduct and behaviour and grievances
- Undertake or manage workplace investigations as required
- Liaise with external industrial relations advisors, legal representatives and unions as required, regarding industrial activity / employee relations issues
- Ensure implementation of LMCC as per Employment Relations Act.

- Lead compliance with all existing governmental, labour, legal and reporting requirements including any related to the Equal Employment Opportunity (EEO), Labour Laws etc

General Management

- Manage the Human Resources function and support the ongoing learning and development of staff.
- Develop and management of the Human Resources annual budget and Work Plan.
- Support the CEO with recruitment, employment conditions, performance management and any disciplinary matters involving Executive team, maintaining highest confidentiality.
- Model the Mental Health First Aid values and behaviours at all times.
- Other duties as directed by the CEO

Risk Management

- Collaborate with the Internal Audit, Risk and Compliance team as well with other strategic business units to ensure that all Policies and Procedures identified as part of the Audit Cycle in the Audit Plan are put in place and audit gaps effectively closed.
- In collaboration with management and their teams identify and proactively manage risks within the various delegation and tolerance levels and ensure that risks identified are assessed and the risks registers continuously updated.
- Identifies any issues that may have a significant impact on the Unit or its reputation, advising on practical risk mitigation strategies.

Compliance

- Devise a system of reporting and monitoring of all Human Resources Management and compliance activities in WAF and ensure that reports are prepared with the highest level of accuracy and efficiency.
- Responsible for formulating and managing content for policies and procedures published in both WAINET and WAF Training Platform (WAF Moodle).

Stakeholders Engagement

- Work collaboratively across the organisation and external to drive best practice in governance and policy both at an operational and strategic level.

Financial Management

- In conjunction with the Chief Strategy & Information Officer be responsible for the resource allocation and budget utilisation within the Unit. Ensure that the financial measures in the unit are consistent and aligned with WAF's Financial Policies.

Data Integrity and Confidentiality

- Champion best practice in data protection, management, information assurance, data governance, integrity, and confidentiality.

Project Management

- Operate as a project manager for various policy programs across functional units in WAF. This includes working with team for policy and procedures development, review, management and deployment. The incumbent is required to display all necessary project management skills – manage outcomes, allocate tasks, monitor progress and provide reports – in the area of Human Resources.
- As part of WAF's strategy the Human Resources Department is working towards automising a number of manual processors including Performance Assessment.

Person Specification

Competencies

Result Oriented – Having the ability to set objectives for yourself, taking a proactive and structured approach to coordinating and delivering successful outcomes for the unit within agreed timelines.

Communication Style - Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.

Initiative & Innovation - Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes beyond the call of duty.

Flexibility & Agility – Be a change champion and being able to adapt own thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.

Team Player - Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the HR team.

Workplace Health & Safety - Taking reasonable care for the health and safety of yourself and others, complying with WAF's OHS Policy, and embedding a safety first culture.

Customer Service – be exemplary and courteous in approach and maintaining a high and quality standards of services. Aligning behaviours to ensure both internal and external customer needs are met by having a positive attitude; commitment, a can do approach and appetite for problem solving. Provide responsive and effective customer service and stakeholder management.

QUALIFICATION REQUIREMENT

The Applicant must possess a degree either in Human Resources, Industrial Relations, Public Administration, and/or equivalent, with at least five (5) years of relevant experience in a Team Leader and/or Management of HR role.

SKILLS, KNOWLEDGE & ABILITIES REQUIRED

Mandatory

- Demonstrated experience in dealing with Industrial Matters including disputes and grievances.
- Developed skills in managing multiple conflicting priorities, meeting deadlines, dealing with the unexpected and exercising discretion and sound professional judgement to ensure high quality service results.
- Sound verbal and written communication and interpersonal skills
- Demonstrated leadership skills with ability to efficiently coordinate administrative and clerical functions.
- Ability to show initiative and innovative ideas in developing office systems and procedures for effective delivery of targets.
- Agility and adaptability to changing process and procedures be technologically savvy particularly where particular work assigned requires process re-engineering and process improvement.
- Well-developed computing, literacy and numeracy skills in an administrative environment, demonstrating attention to detail and a commitment to service standards
- Demonstrated ability to be diplomatic and tact in judgement and display a high level of emotional intelligence.
- Ability to attend meetings outside of normal working hours and show a flexible approach to work
- Experience of working with and senior management, Board of Directors, regulatory, statutory authorities and external stakeholders.
- Demonstrated experience of risk management, corporate governance, compliance in a similar environment