

Job Description

Ref no: HR/06-15/02

Job Title	HR and Business Support Officer		
Directorate or Region	South Asia	Department/Country	Resource, Nepal
Location of post	Kathmandu	Pay Band	H (locally appointed)
Reports to	Resource Manager	Duration of job	Indefinite

Purpose of job:

To assist in providing quality administrative and management support to HR operation of Nepal office to comply BC global standard and Nepal labour act. Supervise the maintenance of the premises so that it meets the business needs of the British Council and complies with health & safety and security standards. Support Green Team Lead for data gathering and other information to submit EFT country return on corporate deadline.

Key context : The post holder should be able to maintain employee confidence and protects operations by keeping human resource information confidential

Accountabilities, responsibilities and main duties:

(including people management and finance)

This post is accountable to support Resources Manager to maintain the office premises, human resources management, and maintenance and administration of the office premises. It is accountable for office and staff accommodation inventories and for the off-site store. It is responsible for managing transport, logistics, visas, and customs clearance, and providing support to the Finance/Resources Officer, as required. It has no line management responsibility.

HR Management :

Recruitment:

- Make arrangement of publishing job advertisement in the newspapers and/or web sites or using e-recruitment.
- To carry out the pre-employment checks that includes, preparing drafting of contracts, reference checking, medical examinations, etc. have been completed before a new recruit start working for British Council, Nepal.
- To Support the Resources manager to ensure that new starter receives proper induction and follow up on the post induction.
- Be the first point of contact for the external and internal applicants.

Performance Management:

- To ensure that all copies of performance evaluations are collected and filed accordingly in personal HR file.
- Responsible to update the yearly rating in all relevant data.

Learning and Development:

- To ensure that staff training database is up to date includes records of all training of individuals.
- Arranging all the logistics for staff training.
- Supporting HR team in the development and implementation of learning and development plan.

Operational HR:

- To update and maintain individual's HR personal files, including staff contracts, certificates and salary updates.
- Ensure all staff have their leave record in place (whether manually or online)
- Manage and update staff information and record database and update the organogram for British Council Nepal.
- Processing of medical claims of staff, i.e. checking claim forms with supporting documents and prepare consolidated sheet for insurance company for claim process.
- Make sure that all necessary HR policies and documents are filed properly in both hard and soft copy.
- Working with line managers to ensure that staff resignation/exit process is managed properly.
- Knowledge of Nepal labour laws is up-to-date and is used to assess the impact on British Council staff.

Business Support Services :

- Maintenance of mechanical, electrical and plumbing systems: working to an agreed Maintenance Plan which includes periodical maintenance (by contractors) of electrical equipment like Air Conditioners, photocopiers, replacing blown out bulbs and roof / drain and tank cleaning etc.
- Establish schedule maintenance plan of the British Council premises and UK staff accommodation to ensure adequate security, health and safety, and compliance with corporate standards.
- Inventory: Keep up to date record of all inventory items (BCIS form) in the office and UK staff residences – report back to team head on a periodic basis to take decisions on disposing of obsolete items or to do an auction.
- Monitoring vehicle usage and overtime. Checking OT claims and submitting to Finance.
- Act as British Council's Green Team member of Nepal to achieve Environmental Framework Tool (EFT) standard.
- Daily supervision of cleaning staff ensuring all the class room, meeting room and office area is well maintained and up to the British Council standard.

Key relationships: (include internal and external)

- Closely work with Resources Manager on HR management, updating local TACOS, performance management.
- Resources Officer and Finance Officer
- Country Director
- Local Maintenance suppliers/vendors, outsource companies, insurance companies regular contact required.

If a major problem occurs on the premises or with the IT systems at any time, the post-holder is expected to support Resources Officer and take all necessary action to resolve it. This may involve out-of-hours work and require significant analytical powers.

Please specify any passport/visa and/or nationality requirement.	Must be legally entitled to work in Nepal	
Please indicate if any security or legal checks are required for this role.	No	
Qualifications	Desirable Degree level qualification in a management subject with at least two years of relevant experience in HR management and personal administration.	

Person Specification

Behaviours	Required at the “essential & more demanding” levels	Assessment stage
<u>Working Together</u>	Establishing a genuinely common goal with others <ul style="list-style-type: none"> • Readily seeking others to work with when it is right to do so • Establishing effective ways of working together • Supporting others who are dealing with difficulties or problems in their work • I always share my achievement with my colleague and also praise others achievements • I work with clients to come up with solutions and gain their support 	Interview
<u>Creating shared purpose</u>	Creating energy and clarity so that people want to work purposefully together <ul style="list-style-type: none"> • I use a variety of ways to check the understanding of others and build engagement • I adapt what I say for different individuals, groups and cultures • I act creatively to inspire others to ensure they focus their efforts appropriately • I link my team’s vision to the British Council’s vision 	Interview
Behaviours	Required at the “essential” level (1)	Assessment stage
<u>Being Accountable</u>	Delivering my best work in order to meet my commitments <ul style="list-style-type: none"> • I make proper plan of activities and focus on the activities that will support in gaining objectives of the British Council • I always meet my commitments and take personal responsibility for the results • I always try to discuss with others about their work and provide constructive feedback where necessary in a way so that they can understand and accept it • I give praise and recognition when my colleague is working hard and success in his/her deeds • I know my own strengths and weaknesses • I remain determined when faced with obstacles or setbacks 	Interview
<u>Making it happen</u>	Delivering clear results for the British Council <ul style="list-style-type: none"> • I always take prompt action when necessary • I use my knowledge, skills and experience to meet my objectives • I develop my own knowledge ,expertise and learning • I always set the clear goal to be achieved with high standard • I take new challenges as opportunities 	This behaviour will be required to successfully carry out the role, but will not be assessed for recruitment purposes.

Skills and Knowledge	<ul style="list-style-type: none"> • Good knowledge of MS Office, with extensive experience of using Excel • HR and Personnel Management knowledge. • Familiarity with ERP system, templates design and report presentation skills. <p>Communication skills</p> <ul style="list-style-type: none"> • Good written and spoken English for internal and external communication 			Short listing and Interview
Qualifications	<p>Desirable</p> <p>Degree level qualification in a management subject with at least two years of relevant experience in HR management and personal administration.</p>			Short listing
Submitted by	Binay Karmacharya	Date	25 May 2015	