

Job Description: People & Culture Officer (Human Resources)

May 2022

OVERVIEW

WAO's people and culture (human resources) function aims to recruit, retain, and motivate excellent staff, and to create a working environment where all staff can achieve their full potential to reach WAO's objectives. Towards this aim, the People & Culture Officer implements WAO's policies and processes relating to human resources, in accordance with WAO's organisational and HR strategic direction. The People & Culture Officer is part of WAO's Operations team and reports to the People & Culture Manager. The Officer also works with colleagues from Operations Team (finance, human resources, accountability, admin); as well as directors and managers to handle staff matters in their respective teams.

RESPONSIBILITIES

Recruitment and onboarding

- Coordinate with the Partnerships Department to advertise job vacancies, including on WAO's website, social media, WhatsApp, and other platforms.
- Work with the relevant hiring manager to compile job applications (including resumes, cover letters, and other material), shortlist candidates, and organise job interviews.
- Conduct reference checks for selected candidates, and prepare hiring documents (letters of appointment, code of conduct, etc.).
- Oversee and work with the relevant manager to coordinate new staff orientation (for the staff's role and department, as well as inter-department and operations orientation).
- Set up email accounts and update Kakitangan (leave and payroll software) for new staff, ensure the staff are added to Bitrix (intranet) and relevant email and WhatsApp groups, and update Finance colleagues on the new staff's details.

Resignations

- Ensure the resigning staff has done a successful handover to their direct manager (for the staff's work duties) and the Accountability Manager (for assets held).
- Coordinate exit interviews between the resigning staff, HR, Executive Director, and a member of EXCO.
- Work with the Finance Team on documentations required following resignations (e.g. Tax Clearance Letter, payroll).
- Update Kakitangan and other systems (e.g. email and WhatsApp groups).

Salaries, benefits, and welfare

- Carry out measures to raise awareness among staff on their benefits.
- Work closely with the Accountability Manager in regards to group medical insurance policy for staff.
- Support the People & Culture Manager towards continual improvement of staff benefits and welfare.

Development and performance

- Support the People & Culture Manager to ensuring job descriptions, work objectives, and feedback processes are in place so that staff have a clear understanding of what is required of them.

- Coordinate Staff Development Reviews (midyear and year-end) for all staff (between staff, their manager, and HR). Ensure documentation prepared by the staff and manager.
- Work with other managers to plan and coordinate training programmes for staff.

Culture and engagement

- Works with the People & Culture Manager to act as a focal point for employee relations on HR matters.
- Attend to queries from staff about human resources matters (e.g. leaves, claims, etc.).
- With the People & Culture Manager, help ensure staff adhere to the WAO Core Values.

Internship management

- Coordinate recruitment, onboarding, and management of interns.
- Review internship applications, and if necessary, speak to the prospective intern, and forward the application to respective managers.
- Work with the managers to carry out interviews (or appropriate forms of discussions) with the applicant.
- Prepare internship acceptance letters and liaise with accepted interns.
- Coordinate onboarding activities for interns.

Others

- Support the People & Culture Manager to ensure HR policies and procedures are fair, transparent, non-discriminatory, and compliant with national laws.
- Maintaining employee HR files, databases, and documentation.
- Prepare HR related reports and information as needed.

QUALITIES

- Commitment to feminist principles and WAO vision, mission, and core values.
- Interest in human resources / people & culture.
- Experience and knowledge of human resources management (or strong commitment to learn).
- Ability to multi task, work under pressure, and complete tasks within deadlines.
- Strong interpersonal skills, which includes people management skills and ability to interact with all levels of people within and outside of the organisation.
- Understands the need for confidentiality and sensitivity in HR.
- Good communication skills in English and Bahasa Malaysia.
- Able to work independently and in a team.

A combination of education, work experience, and training can demonstrate these qualities. Candidates with limited work experience or fresh graduates are also encouraged to apply. Salary: RM3,200 – RM3,600 depending on experience. To apply: email CV/resume and cover letter to vash@wao.org.my by 9th October 2022. Shortlisting would be done on a rolling basis. Preferred start date is Nov/Dec 2022.