

WESTERN BALKANS HUMAN RESOURCES ASSISTANT

OCTOBER 2017

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Human Resources Administration	Grade J	Bosnia and Herzegovina	1 year	Western Balkans HR Manager

Role purpose

To support delivery of Human Resources (HR) functions for all British Council operations in Western Balkans to ensure consistent efficient and effective HR practices, and compliance with local legislation and corporate code of practice and guidelines.

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.

Geopolitical/SBU/Function overview:

The British Council in the Western Balkans is part of the Wider Europe region of fifteen countries which borders the Middle East to the south, Asia to the east and EU Europe to the west. The region's population, currently around 335 million, will be 2 billion people by 2050, with the majority living in an urban environment.

In the Western Balkans we create friendly knowledge and understanding between the people of the UK and other countries. We have more than 75 years of experience in the Western Balkans and six offices across the region. We work with local, UK and international partners. We design and implement programmes, deliver donor funded contracts, offer advice and consultancy to governments, deliver training programmes, administer international exams, teach English and run English testing for organisations and institutions, advise UK companies on market opportunities and provide information about the UK.

Instability, corruption and weak rule of law in the Western Balkans countries directly impact on the security and prosperity of the UK and the rest of Europe. Once again, tensions across the Western Balkans region are high with rising nationalism and growing religious sentiment. The role of competing external influences is pulling the region in different directions and further escalating the existing tensions. Despite economic improvements, GDP per capita is low. Youth unemployment is one of the highest in the world (up to 60 per cent) prompting concerns that with such bleak economic prospects the six countries will become a breeding ground for extremism.

To help ensure a secure and prosperous future for the people of the Western Balkans, we work with governments, international organisations, businesses and other partners on institutional reform and capacity building. We enable professionals and young people to gain international skills and qualifications that will help them prosper and build a better future. Our key area of focus is on vocational education, entrepreneurship and core skills, with English as a key skill which

supports this objective. We work in visual arts, film and music to build trust and understanding between people in the UK and the Western Balkans. Through our digital platforms, over 2 million people each year discover more about UK culture and education.

Main opportunities/challenges for this role:

- Support HR operations for the British Council in the six Western Balkans countries, while ensuring equality and consistency in our HR policies and processes
- Comply with local legislation and corporate guidelines
- Find more efficient ways to deliver job duties and HR processes

Main Accountabilities:

Recruitment and Induction

- Support all stages of recruitment process for full time and temporary staff for Western Balkans countries, i.e. place advertisements for all internal and external resources, agree with Recruiting Managers' timelines and shortlisting and interviewing panels, arrange logistics for all steps of recruitment, manage candidates' database, inform candidates on results, keep recruitment files, carry out communication on approval of successful candidates;
- Arrange pre-employment checks (references, criminal and medical checks);
- Inform all involved parties (Finance department, Corporate Services department, outsourcing company) on all staff changes, include all new staff members into all staff databases and lists;
- Prepare, agree with Line Manager and support delivery of induction programmes for new staff including contractors, interns and temporary assistants;

Employment and HR administration

- Assist country resources colleagues with preparation and updating of personnel files, contracts and labour books for all staff according to local legislation and corporate requirements;
- Assist country resources colleagues with updating of Global People Database or any other applicable database by keeping track of all key staff contracting data (ie. duration of fixed term contracts, probations, and temporary promotions end dates; inform about their expiration in advance, etc);
- Assist country resources colleagues with preparation of Addendums to Employment Agreements as required;
- Update all HR related information and records on British council intranet (personal diaries, records, data bases, etc.) to make sure that system reflects correct information; updating next of kin details, staff records, staff lists, organogram, etc.;
- Provide relevant staff data for reports to Finance and regional and UK colleagues as requested;
- Provide logistical and administrative support in organising travel requested by HR in line with business trips policy;
- Keep log of mandatory training completed by staff up to date;
- Keep log of learning and development activities completed by staff and assist HR Manager with preparing learning and development plan for the cluster.
- Prepare visa support letters and salary statements as per staff requests;
- Support different HR projects and other ad hoc tasks (translation of documents, organizing of social and L&D events, cover for HR Manager during their absence, and any other tasks assigned by HR Manager);

Financial support

- Creating Purchase Orders in SAP;
- Assist HR Manager with planning and monitoring of staff cost;

Compliance

- Ensure that all activities comply with the British Council Code of Conduct, industry regulations and policies including but not limited to our policies for Child Protection, Equality, Diversity and Inclusion, Health and Safety, Environment and our brand guidelines

The post-holder will provide support to HR Manager and Western Balkans Business Support Services team in ensuring consistency in policies and processes with regard to:

- Terms and conditions of service
- Recruitment
- HR administration

Key Relationships:

Internal

- HR Manager, Western Balkans
- Western Balkans country teams
- Western Balkans Leadership Team
- Regional HR Director and HR colleagues

External

- British Embassy
- Western Balkans government authorities
- Lawyers in Western Balkans

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Right to work in Bosnia and Herzegovina	Shortlisting
Notes	Some work during unsocial / evening hours may be required, as well as travel around the Western Balkans countries. Criminal record check	Shortlisting
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none">▪ Fluent English (level C1)▪ Native Speaker in one of the		Shortlisting,

Western Balkans Countries		Interview AND Testing
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	Assessment Stage
<ul style="list-style-type: none"> University degree, Human Resources qualification or equivalent/relevant working experience 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	Assessment Stage
<ul style="list-style-type: none"> At least 1 year experience in HR administration 		Shortlisting AND interview
British Council Core Skills		Assessment Stage
<p>Communicating and influencing (level 2). Relates communications to circumstances Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p> <p>Managing projects (level 1). Follows project management disciplines Works with project management systems and procedures, and has a track record of compliance with them as a project team member</p> <p>Planning & organising (level 2). Plans ahead Able to organise own work over weeks and months, or to plan ahead for others, taking account of priorities and the impact on other people.</p> <p>Using technology (level 2). Operates as an advanced user Able to work as an advanced practitioner in the use of office software and/or British Council standard and social media platforms, and train or coach others in their use.</p> <p>Managing Finance and Resources (level 2) Uses financial systems and processes Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.</p>		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
<p>Connecting with others (more demanding): Actively appreciating the needs and concerns of myself and others</p> <p>Working together (essential): Establishing a genuinely common goal with others</p> <p>Being accountable (more demanding):</p>		Interview

Putting the needs of the team or British Council ahead of my own

Making it happen (essential):

Delivering clear results for the British Council

Shaping the future (essential):

Looking for ways in which we can do things better

Creating Shared purpose (essential):

Communicating an engaging picture of how we can work together