

# Job Position : People & Culture Operations Manager

## PURPOSE OF POSITION

To provide management of day-to-day P&C function operations to strengthen and ensure effective and efficient P&C solutions and services across the organisation. Reporting to and working closely with the P&C Director, this role will facilitate the implementation of P&C priorities aligned with the WVFT strategy, and advise on ways to create and maintain a healthy, safe and high-performing organisational culture. The role will play a key role in providing timely business partnering support for managers and educating and coaching them in applying P&C policies, practices and initiatives. This will include role-modeling trust-building, collaboration and continuous improvement mindsets and behaviours.

## MAJOR RESPONSIBILITIES

1. P&C function capability and performance: Ensure:
  - Daily ongoing P&C operations are proactive and responsive so managers/staff access high-quality P&C services
  - Annual team plans developed and implemented
  - Appropriate direction and support is provided for P&C staff
  - Strong team collaboration and focus on quality delivery and improvement of services
  - Monitoring and reporting on key P&C data
  - P&C team model and can live out WVFT's core values and desired organisational mindsets and behaviours
  
2. Strategy and culture: Ensure
  - P&C Director is advised and supported in implementing P&C strategy, in creating solutions to develop organisational culture, and ways to improve P&C services
  - P&C Director and other senior leaders are provided with timely thought-partnering support on key P&C issues, policies and practices
  - Contribution to design and implementation of key HRD initiatives

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3. P&C practices and business partnering. Ensure:

- Managers are provided with direction, coaching and support to effectively understand and apply relevant labour regulations, P&C policies, practices and initiatives,
- Managers grow their knowledge and skills in effectively handling and resolving employee issues
- Managers/leaders are provided with technical support and guidance in all disciplinary and grievance matters

4. Board and stakeholder engagement. Ensure:

- Contribution to and support for relevant Board committees and SLT meetings
- Participation in internal and external P&C networks and forum to learn and share about good practices for mutual benefit

### KNOWLEDGE, SKILLS AND ABILITIES

1. Graduate qualification and/or Professional qualification in Human Resource Management/Development At least 5+ years' experience in Human Resources, preferably in an international organisation and with some experience in NGO/international development context.
2. 3+ years' experience supervisory/management experience
3. Strong understanding of relevant local employment laws/regulations
4. Proven track record in providing effective P&C business partnering support for leaders/managers
5. Strong functional/technical knowledge and skills across all aspects of P&C work, including employee relations
6. Proficient in coaching, mediating, influencing, facilitating, presenting, problem solving
7. Demonstrated mindset and ability to seek out and embrace new and improved ways of working
8. Ability to cope well under pressure, be self motivated and support others to grow resilience

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หรือที่ : <https://www.worldvision.or.th/page/workwithus.html>



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