

## Job Description & Position Description Questionnaire (JDPDQ)

VACANCY INFORMATION			
Job Title	People & Culture Business Partner	Manager Name/Title	P&C Operations Manager (may consider matrix arrangement for specific P&C BP roles)
		History of Position	Replacement
Department/Office	People & Culture Division	JD Last Revised	
EXL Member/PL/RL		Cost Centre	N0801
Employee Type	Open Ended, Full time	<i>FOR P&amp;C USE ONLY:</i>	
Contract Type	Local 1	JEMCode	
Contract Duration	Open-ended	Our People Job ID	
Hours Per Week	40	Work Unit ID	
Vacancy Type	NO/SO Department – Local Recruitment	Overtime Exemption	
Vacancy Details	Development (Field or Office)	L-IM Scale Eligibility	
Preferred Location	Office Bangkok	P&C Notes for Role	

### JOB PURPOSE *(Limit 750 characters)*

The P&C Business Partner has a key role in enabling and promoting effective people recruitment and management practices in support of WVFT's Mission and aligned with its Core Values. People are WVFT's greatest asset, and so ensuring the right people are recruited, retained and developed is critical to organisational success.

The P&C Business Partner will provide strategic and operational partnering, consultancy, guidance and implementation support to an assigned internal client/customer group (leaders/managers, staff) in all aspects of P&C activity across the full employee lifecycle. As the P&C representative embedded in the management of an internal Group/Area, the Business Partner will also act as a liaison between the customer group and the P&C Team on all aspects of P&C activity.

This role will also be focal point for a key P&C specialist discipline/function (eg Staff Wellbeing, Talent Acquisition, Learning & Development Support) to provide central coordination, tools, advice and guidance to ensure high-quality consistent practice in this area of activity across WVFT through the work of their P&C Business Partner colleagues as they partner and support leaders/managers and staff in an area of the organisation.

## MAJOR RESPONSIBILITIES

% of Time	Activity	End Results
10-15%	<p><b>Strategic and operational partnering and empowerment</b></p> <ul style="list-style-type: none"> <li>• Be a thought-partner and trusted advisor for leaders/managers to address and improve people-related priorities and practices in a customer group (including organizational structure change, work force planning)</li> <li>• Equip and support managers in the customer group to fulfill their role as 'people managers' through guidance, counsel, coaching, training and key data. This includes the areas of onboarding, managing staff performance and accountability, developing staff, supporting staff wellbeing and spiritual nurture, growing staff engagement, dealing with conflict and other general P&amp;C related issues/activities.</li> <li>• Communicate with staff and managers in customer group work regarding policy and protocol/process changes in P&amp;C</li> <li>• Provide stress management/peer support when specific needs arise, and facilitate activities to support staff engagement as needed</li> <li>• Contribute to staff investigations as required</li> </ul>	<ul style="list-style-type: none"> <li>• Leaders and managers grow in confidence and are better equipped to fulfil their people-related responsibilities</li> <li>• New hires are effectively on-boarded within the customer-group</li> <li>• P4P processes and practices are correctly and effectively applied in a timely manner</li> <li>• Managers effectively promote staff wellbeing and engagement</li> <li>• Staff conflict and investigations are dealt with appropriately efficiently</li> <li>• Managers &amp; staff understand and follow P&amp;C policy and protocol, with decreasing reliance on P&amp;C for support</li> </ul>
30-40%	<p><b>Practical and administrative coordination and support and data</b></p> <ul style="list-style-type: none"> <li>• Coordinate and facilitate the recruitment process for customer group in ways which build manager ownership and skills in effectively hiring staff</li> <li>• Coordinate, communicate and support administrative processes in relation to staff benefits, contracts (eg contract renewals), modifications, payroll issues, merit increase, Christmas Gift, anniversaries, separations (including exit interviews) in the customer area</li> <li>• Guide and monitor use of Workday by managers/staff in the customer area to help ensure its correct and timely use (eg leave, LDR, personal information)</li> <li>• Key P&amp;C related data is provided for P&amp;C Dashboard</li> </ul>	<ul style="list-style-type: none"> <li>• Time-to-fill vacancies standard is met</li> <li>• Manager satisfaction with new hires is high</li> <li>• Administrative processes are completed correctly and in timely manner</li> <li>• Managers and staff increasingly independent and skilled in using Workday system</li> <li>• P&amp;C Dashboard updated on time</li> </ul>

40-50%	<p><b>Technical specialism leadership (eg Staff Wellbeing, Talent Acquisition, L&amp;D support)</b></p> <ul style="list-style-type: none"> <li>• Be the focal point for a specific P&amp;C practice area/discipline/function to provide central coordination, standards, tools and guidance for effective and consistent delivery/application across WVFT</li> <li>• Equip and support P&amp;C Business Partner colleagues to grow their capability in a P&amp;C practice area and provide ongoing support and guidance as needed as they partner in their customer area</li> <li>• Facilitate organisation-wide events/activities/training as required to deliver on key priorities</li> <li>• Proactively grow and maintain specialist knowledge in the technical area to ensure best-practices are applied and continuous improvement happens</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant standards, protocol and strategy/plans in place and applied</li> <li>• Relevant resources and tools are developed and implemented with required training/guidance for their effective use</li> <li>• P&amp;C Business Partner knowledge and skills grown</li> </ul>
10%	<p><b>P&amp;C Division and Operations effectiveness</b></p> <ul style="list-style-type: none"> <li>• Act as a liaison between the customer group and the P&amp;C Division on all issues related to P&amp;C, including seeking feedback on how well P&amp;C is serving the area and improvements recommended</li> <li>• Provide input and feedback on tools/guidance developed by P&amp;C Specialists and in testing/applying them across customer area</li> <li>• Assist in the development and revision of P&amp;C policy and protocol</li> <li>• Actively participate in P&amp;C meetings, activities and events which aim to build team unity, collaboration, spiritual nurture and professional learning</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback from SLT on P&amp;C responsiveness and effectiveness</li> <li>• P&amp;C business processes improved as required</li> <li>• P&amp;C Team Engagement is high</li> </ul>

<b>KNOWLEDGE/QUALIFICATIONS FOR THE ROLE</b>	
Required Professional Experience	<ul style="list-style-type: none"> <li>• At least 2-3 years working in a P&amp;C/HR role</li> <li>• Proven ability to partner and collaborate with managers and staff across different parts of an organisation</li> </ul>
Required Education, training, license, registration, and certification	<ul style="list-style-type: none"> <li>• Minimum of a Bachelor degree (<i>Preferred to be in field such as Business Admin, Legal, HR Management</i>)</li> <li>• Excellent interpersonal and relational skills</li> <li>• Ability to maintain confidentiality</li> <li>• Ability to organize work priorities, manage competing priorities and deliver on commitments</li> <li>• Broad P&amp;C knowledge combined with critical thinking skills and excellent attention to detail.</li> <li>• Computer skills, especially with Word, Excel, Powerpoint as well as internet navigation and electronic records management</li> </ul>

Preferred Knowledge and Qualifications	•				
Travel and/or Work Environment Requirement	Ability to travel domestically up to 15% of time	Physical Requirements		Language Requirements	Fluent Thai and proficiency in English

**KEY WORKING RELATIONS**

Contact (within WV or outside WV)	Reason for Contact	Frequency of Contact
Customer group managers and staff	Consultation, advice, meetings, planning, decision-making, implementation	Daily/Weekly
P&C Team	Collaboration, planning, design and development work, coaching/training	Daily/Weekly
		Monthly
		Monthly
		Monthly
	-	Monthly
	-	Monthly

**DECISION MAKING**

Expected to agree and get approval for strategy and strategic issues/actions and annual plans with P&C Operations Manager, but expected to work independently in everyday operational decision-making in terms of work plans, priorities, work approaches and regular work interactions/activities

Make recommendations to management in customer group on:

- Complex people issues
- Employee relations cases
- Policy interpretation

**CORE COMPETENCIES** - For all positions, select the top 3 prioritized competencies from below. Click [here](#) for a quick overview of our Core Competencies.

- Be Safe and Resilient      Build Relationships      Learn and Improve and       Develop Partner       and Collaborate  
 Deliver Results      Be Accountable       Innovate       Embrace Change

For Management positions only, select the top 2 prioritized competencies from below.

- Model Self-Management       Engage, Influence, Lead, Grow others       Run an Effective & Agile Organisation       Develop the Organisation for the Future

## APPROVALS

Manager Name: \_\_\_\_\_  
P&C Name: \_\_\_\_\_

Manager Approval Date: \_\_\_\_\_  
P&C Approval Date: \_\_\_\_\_

Clear Form