

POSITION DESCRIPTION

HUMAN RESOURCE CONSULTANT

REPORTING TO: MANAGER – OPERATIONS

LOCATION: HEAD OFFICE, BARBADOS

SUMMARY OF RESPONSIBILITIES

The Human Resource (HR) Consultant will be responsible for coordinating HR strategies and operations, performing functions related to human resource (HR) planning, succession management, performance management and staff development to ensure Caribbean Export achieves its vision, mission and strategic objectives. Reporting to the Manager – Operations, the incumbent will contribute significantly to the corporate decision-making process, which includes assessments for current employees and predictions for future ones based on organisational demands. The HR Consultant will contribute significantly to the success of the organisation, helping to bridge the gap between employees' performance and the organisation's strategic objectives.

This consultancy shall be for a period of 9 months.

KEY RESPONSIBILITIES

1. Vision/Strategy Development and Execution

- a. Play a proactive role, working with the Manager Operations to understand and support the strategic workforce planning process of Caribbean Export
- b. Participate in strategic planning and goal setting for the department
- c. Develop frameworks for HR strategies, initiatives, and priorities
- d. Work with the Executive Management team to establish and implement a sound plan of management succession that corresponds to the strategy and objectives of Caribbean Export

2. Innovation, Growth and Organisational Capacity

- a. Provide guidance with respect to the HR function in the areas of career development, succession planning, performance management, retention, training, leadership development, compensation and benefits
- b. Provide sound recruitment and selection support
- c. Collate orientation packages, arrange the logistics and participate in the orientation of new staff, as may be required
- d. Liaise with managers and supervisors on the training needs of staff

- e. Research, present proposals and participate in the development and implementation of a Training and Development Plan for Caribbean Export that addresses its current and future needs
- f. Conduct surveys, liaise with managers and supervisors to monitor the impact of training and development initiatives, and make recommendations for desired outcomes
- g. Develop and maintain HR databases, and related employee and department files, in both electronic and manual formats in a secured and confidential manner
- h. Track the progress of performance appraisals by staff at all levels, and issue requests for outstanding performance reviews for employees, including those on probation
- i. Analyse and summarise the results of appraisals for decision making regarding training, recognition, promotions, transfers, succession planning and disciplinary actions
- j. Review leave records, generate reports for annual vacation leave schedules, and advise supervisor of any issues/anomalies
- k. Ensure that the Compensation and Benefits systems and procedures are fully responsive to the needs of Caribbean Export staff
- l. Enable good Employee Relations practice addressing employee complaints, grievances and disciplinary issues, and make recommendations as to what actions, if any, should be taken
- m. Promote employee health and safety, ensuring that all staff observe health and safety rules, policies and procedures

3. Customer-Stakeholder Management

- a. Lead by example to cultivate culture and behaviours that are aligned to the Core Values of Caribbean Export
- b. Ensure effective communication, information sharing and provide guidance, supervision and coaching to staff at the Head Office and satellite offices
- c. Remotely support satellite offices and employees in the field
- d. Participate in group and individual meetings to promote open communication, including timely sharing of relevant information, for the efficient operation of the department
- e. Investigate and respond to enquiries and complaints from Management, staff and external parties
- f. Attend meetings and forums as requested by the Executive Director and Board
- g. Work as a member of a team, contributing to the unique character of Caribbean Export

4. Financial Stewardship

- a. Work in harmony with the Manager Operations to plan, develop and implement the HR budget, seeking out cost savings and efficiencies

- b. Manage and monitor budgets and resources related to training and development of staff

5. Internal Business Processes

- a. Maintain and update the Staff Handbook
- b. Undertake mapping of existing processes, and develop standard operating procedures as necessary
- c. Review data in the automated HR Systems, bringing anomalies to the attention of managers and supervisors
- d. Monitor to ensure that HR systems and procedures are fully responsive to the needs of Caribbean Export staff, and advise the Manager Operations as necessary

Any other duties as required by the Agency, including project related activities.

CORE COMPETENCIES: Knowledge

- Sound and proven knowledge of all areas of human resource management, and its principles, policies and practices, including Human Resources Information System(s)
- Good knowledge of labour legislation and regulations
- Good knowledge of research techniques
- Knowledge of Process Mapping, Survey Development and Analysis
- High level knowledge of MS Office 365 and relevant HR software

KEY RESPONSIBILITIES: Skills

- Teambuilding skills, and ability to demonstrate the highest level of professional integrity, respect, patience and diplomacy for colleagues and others
- Ability to work in a multi-cultural, multi-ethnic environment with sensitivity and respect for diversity
- Excellent skill and experience with Microsoft's suite of business software such as SharePoint, Exchange and Teams
- Multitasking skills and the ability to perform effectively under pressure and tight deadlines
- Excellent communication and presentation skills - able to clearly and concisely communicate information to the target audience
- Relationship management skills
- Fluent in English. Ability to communicate in French, Spanish or Dutch, desirable

CORE COMPETENCIES: Abilities

- Ability to multi-task, prioritize, and manage time effectively to meet several deadlines.
- Ability to work under pressure with competing demands.
- Good judgment and decision-making ability.

- Utilises initiative and is adaptable.
- Demonstrates confidentiality and discretion with sensitive information.
- Pays attention to detail and accuracy.
- Ability to work effectively in a multi-cultural, diverse, dynamic environment

EDUCATION/EXPERIENCE /CREDENTIALS

- A Bachelor's degree in Human Resource Management and Professional Certification in HR
- At least 5 years' experience in a similar capacity in a comparable organisation
- A CARIFORUM national

TRAVEL DEMANDS

As required