Are you an experienced international HR professional with a passion for delivering proactive, agile and value-added HR support?

We are seeking an operationally focused International HR Officer to assume day to day responsibility for generalist HR support covering the full engagement life cycle including: global mobility; people processes, policies, systems, and reporting; employee relations, engagement, reward and benefits; as well as working with internal stakeholders and external providers to ensure the well-being needs of our global people resource are met.

Reporting to the Head of Global HR & Operations, you will play a key role in supporting delivery of the overall people strategy and continuous improvement projects related to people initiatives.

You will be open-minded to change and to supporting the development, implementation and on-going maintenance of our people policy framework with an understanding of the complexities of global resourcing (staff, EOR, consultants and out-sourcing) and remote working in order to maximise effectiveness internationally; be able to shape initiatives that balance best practice with operational requirements, support our intercultural and diversity agenda and our ways of working.

You will be the first point of contact for internal and external payroll and benefit queries and ensure our payroll providers and employment partners receive the necessary data in good time for processing and reviewing payroll.

To be successful in this role, you will need to be accountable, super organised, detail oriented, results driven, efficient and capable of managing multiple tasks and meeting deadlines. We are looking for someone who is able to analyse and disseminate data, with strong IT skills, excellent communication skills and who is not afraid to roll their sleeves up and get involved in administrative tasks.
About Family for Every Child

Family for Every Child is dedicated to a vision of a world where every child can grow up in a permanent, safe and caring family, supported by temporary, quality alternative care where needed.

Family for Every Child is a diverse global Alliance of over 40 member local civil society organisations (CSOs) in 37 countries around the world and is fundamentally driven by three strategic goals:

1. Enabling children to grow up in permanent, safe and caring families;
2. Ensuring a range of high-quality alternative care choices;
3. Taking steps to prevent children from having to live outside of any adult care, without the care of families or other carers, and in the interim protecting these boys and girls.

Family for Every Child was developed to demonstrate a different way of doing international collaboration. It is premised on the importance of diverse and contextually informed knowledge from all parts of the globe being given equal value internationally.

Although its members are all independent, they are connected by a shared “root” system, tended to by a small team of Family for Every Child staff (the Secretariat). This makes the Alliance as a whole more resilient, and enables members’ voices to be amplified; each member is more effective because together we are more than the sum of our parts.
Our Organisational Model

**Family for Every Child's model is unique.** By coming together as a unified network of local organisations working on children's care and protection, we achieve so much more than we could individually. Ours is a “future focused” model that will facilitate growth, change and impact in a sustainable way. It is characterised by:

**Diverse leadership leading from the front**

Our Board is made up of a diverse group of people, many of whom work on the front line with children and families in the countries where they live. This means our strategic direction is set by those with first-hand experience of what children and families really need, without being bound by decisions from a head office overseas. Our collective work is led by diverse organisations in every region of the world. All members can contribute to setting the direction of the Alliance and can vote on decisions. This model reflects our belief that global change needs to be driven by local needs; and ensures that the actions we take reflect the needs of children and families everywhere. Family for Every Child believes in collective leadership and working horizontally, bringing together its Alliance member organisations, Secretariat and Boards. The Alliance is committed to becoming a model of ways of working that starts to decolonise the sector; and contributes towards CSOs reclaiming power based on an inter-cultural approach.

**Powered by local wisdom**

Because we are an Alliance of local people with intimate knowledge of the context in which we live and work, we bring valuable insight to the table about what children and families need and what will help them to thrive. This means that the projects we deliver are truly tailored to each country and culture in which we operate. Our members are all deeply rooted where they work, so their models for change grow directly out of the needs of their unique communities. We celebrate the diversity of ideas that flourish when each member develops the work they do to the realities they encounter on the ground.

**Globally impactful**

Individually, we all make change happen in our local communities. And collectively, as an Alliance, we touch the lives of tens of thousands of children and families. By coming together as one, we speak as a united voice, representing the diverse ideas and wisdom of local people leading the way. At the same time, knowledge and solutions flow between them, enabling each one to learn from each other, selecting and adapting relevant models so they become stronger and more effective in their own unique contexts. We are building a global movement of local practitioners with the aim to be the world leader in local knowledge on child wellbeing.
Harnessing networked power

As a united Alliance, we harness the power of all of our members. Together, we deliver collaborative projects that deliver impact and change at a larger scale than our members could do separately. These include global campaigns and advocacy, international research and pilot programmes to achieve change in multiple countries - and we share what we learn even more widely so others can benefit from it too.

Agile and efficient

Because we are local organisations leading change around the world, our team that supports us to work together is relatively small. We connect online, and have no physical offices. This light and agile team exists to accompany and support us to develop our own capacities and grow the alliance, enabling us to achieve global impact whilst remaining efficient. Our ‘Changemakers for Children’ online social network was created by local practitioners for local practitioners, bringing together thousands of people working on the front line, enabling connection and knowledge exchange to form the building blocks for collaboration and collective action.

The organisational model continues to evolve, carefully tended and curated by the members themselves, through an international Board, and with the expertise and support of the Secretariat.

Legal Status

UK

Family for Every Child was incorporated as a company limited by guarantee (number: 08177641) in August 2012 in the UK and is a charity registered with the Charity Commission (number: 1149212).

We do not have any physical offices. Our registered address in the UK is 75 King William Street, London EC4N 7BE.

Subsidiary Organisations

The primary purpose of our subsidiary organisations is to support fundraising for our international Alliance.

Family Alliance is incorporated in New York, USA (Employer Identification Number 46-5518730).

Family for Every Child Trust New Zealand was established in 2017 as a registered company (number: 2670471) and registered charity (number: CC54645).
Our Board

People who work in their communities with children and families lead our Board, which makes key decisions on our strategic direction and goals. Having a locally-led Board means that our alliance is truly driven forward by the needs of children and families in diverse contexts around the world, amplifying voices of those who are often marginalised in global development discussions. We also have co-opted trustees, recruited to contribute the skills which are not provided by the elected trustees. Trustees are based in different countries, with widely varied time zones. The working language of the Board is English, with interpretation support provided for non-English speakers.

You can find information about our current trustees on our website.

Our Secretariat

Our Secretariat is a small but global team that supports our Alliance to achieve our goals. Our Secretariat comprises around 30 full-time equivalent staff, all home based, working in a completely virtual way and led by our Leadership Team.

In the UK staff are employed directly by the UK charity. We do not currently have any staff employed in the US. In NZ we have staff employed by Family for Every Child Trust New Zealand. All other non-UK staff are either employed through the UK with Family for Every Child as the registered employer and a payroll only set up in place (e.g. Australia), or through a third party Employer of Record arrangement (currently in Brazil, India, Kenya, Malaysia and South Africa).
**International HR Operations Officer - Job Description**

**Job Purpose**

The International HR Operations Officer provides comprehensive generalist people operations and management support to all staff, coordinating and supporting all recruitment activity, the onboarding and orientation processes, performance management processes and learning and development activities; ensuring People policies are consistent and implemented effectively, with relevant training; managing the monthly payroll, benefits administration and Employer of Record processes; acting as the first point of contact for all people related queries, ensuring they are dealt with promptly and reliably; managing HR administration and the HR system; and this role is responsible for implementing staff engagement and communication initiatives.

Key to this role is the ability to build strong individual and collective relationships, supporting and coaching people managers to establish trust-based relationships with their staff and to manage employee relations issues with professionalism, ensuring all staff are treated fairly.

**Key Responsibilities**

**People Strategy, Planning & Budgets**

- Supporting the Global Head of People & Operations in all planning, monitoring, evaluation and reporting processes as needed
- Processing all People activity invoices, ensuring accurate reporting in line with agreed budget criteria

**People Policies & Processes**

- Managing the People policy matrix, drafting and updating policies and processes as needed
- Ensuring staff understand and comply with People policies and procedures providing training/support/guidance as needed

**Global Resourcing & Payroll**

- Leading all recruitment activity, working with recruiting managers to develop job descriptions, plan recruitment activity/campaigns, appoint and manage relationships with recruitment agencies, produce relevant recruitment media, place adverts, support with recruitment, selection and appointment processes, schedule interviews and provide feedback
- Monitoring key recruitment metrics, such as turnover and retention rates, equality and diversity monitoring
- Managing and working with the outsourced employment providers globally, including payroll only provision, to onboard new staff and ensure compliance with local legislation with appropriate documentation
- Running the monthly payroll for all staff globally, providing relevant information to outsourced employment and payroll only providers, processing invoices and maintaining relevant records
- Running the job evaluation process, providing training to panel members
- Developing the annual cost of living review with relevant research and data analysis
- Obtaining market rate salary reports as needed
- Managing all benefit administration including pension, Employee Assistance Programme, Life Assurance etc. across different providers including understanding international statutory requirements, the annual review of service provision and communication to staff
- Coordinating and facilitating the effective onboarding of new starters managing the orientation process, supporting people managers and delivering the HR induction
- Managing termination processes, including final salary calculations, exit interviews, closure of records/accounts and providing references
- Supporting restructures as needed
- Supporting redundancy termination processes as needed

**Staff Engagement & Employee Relations**

- Coordinating the implementation of the staff engagement plan, including planning and delivery of all engagement activity (virtual and face to face), resourcing support as needed
- Coordinating staff communication activities including keeping the Organisational Chart up to date and ensuring the internal digital platform
- Managing delivery of the staff survey in conjunction with outsourced support
- Acting as the first point of contact for people managers and all staff on all HR matters, responding to any staff queries or problems as appropriate, referring to the Head of Global HR & Operations as necessary to manage staff expectations
- Supporting the Head of People & Operations with disciplinary, grievance and capability processes as needed

**Talent Management**

- Coordinating and facilitating the performance management process to ensure reviews are completed and documented effectively
- Supporting all staff in reviewing and updating job descriptions
- Enabling a culture of learning and development by supporting staff to develop L&D plans, identifying and resourcing formal training opportunities, supporting informal learning and development activities, coordinating all organisation wide training, monitoring and evaluation of training activities and tracking individual progress
- Providing support for all people managers to strengthen approaches including recruitment, performance management, learning & development, staff engagement

**HR Administration & Reporting**

- Managing administration of the HR system, supporting staff and managers to use it effectively
- Maintaining and managing HR records, in line with data protection regulations
- Drafting reports and providing data for various reports as needed and the annual financial audit
- Supporting implementation and management of HR digital solutions to improve day-to-day HR operations and administration
- Providing day-to-day management of HR suppliers

**Safeguarding**

- Supporting Safeguarding compliance as necessary
- Developing and supporting administration of Safeguarding processes
Sourcing Safeguarding training

Acting as the first point of contact for all staff on all Safeguarding matters, responding to any staff queries or problems as appropriate, referring to the Head of People & Operations as necessary

Drafting safeguarding report

Cross Team & Cross Secretariat Responsibilities

Building, maintaining and developing relationships with colleagues across all teams in the Secretariat, contributing to the delivery of the Alliance mission and Family for Every Child’s strategy

Contributing to cross-team work as needed and cross Secretariat project teams

Establishing and maintaining efficient administration systems, including digital filing

Undertaking any other reasonable duties or projects as required to support the work of the Secretariat

International HR Operations Officer - Person Specification

Education, qualifications, knowledge and experience

Essential:

- Educated to UK Degree level (international Level 6) or equivalent qualification ideally in HR Management or with a professional HR qualification (CIPD level 5 or above)
- CIPD Associate membership as a minimum
- Relevant experience working in generalist/operational HR at a similar level demonstrating a wealth of experience, primarily within the UK but with knowledge of international employment mechanisms and ideally an understanding of Employer of
- Experience of developing HR policy based on best practice and current legislation (UK and international)
- Experience of embedding HR policy and process, ideally including Diversity & Inclusion and Safeguarding initiatives
- Experience of supporting multi-disciplinary teams in a remote working and multicultural environment
- Experience of effective communication at all levels across an organisation

Desirable:

- Experience of working within a network organisation
- Experience of working with Google Apps
- Good understanding of charity sector/international development and/or international membership organisations
- Experience of developing a new HR management system
Skills, personal attributes and behaviours

Role specific skills

- Ability to maintain a high degree of confidentiality in relation to a range of information
- Ability to be extremely responsive to multiple requests, and available to listen and support
- Ability to establish rapport with a variety of stakeholders
- Strong interpersonal skills

The following skills and personal attributes are expected of all staff:

- Flexible and adaptable; willing to contribute to other streams of work and across teams
- Bringing a results focused, open and collaborative way of working to all you do to include agility, flexibility and a ‘can do’ mentality, supporting colleagues to thrive in a remote working environment.
- Highly skilled communicator, in different formats, capable of working across languages and cultures with a high level of fluency in English (using translation and interpretation support as relevant)
- Flexibility to work outside typical working hours and days and across time zones
- Highly organised and self-motivated, able to manage and deliver on multiple concurrent tasks
- Competent IT proficiency across a range of packages, able to learn quickly and troubleshoot problems independently
- Ability to use initiative and work without close supervision, working both as part of a team and as an individual
- Excellent command of English (oral and written) is a must, but working knowledge of Spanish, Portuguese, Russian, Arabic or French is appreciated to broaden the range of language skills within the Secretariat

This role requires travel

- Limited to 1-2 weeks a year for the annual all staff face to face meeting (in the UK) and ad-hoc team meetings (in the UK)
Working for Family for Every Child

If you are committed to transforming the world and achieving a better future for children and families, join us. Our vision is for a world in which children and families everywhere have access to the support they need to survive and thrive. It is our mission to make that happen for families through research, knowledge exchange and campaigning; to create a world where every child can grow up in a safe, permanent and caring family. Working for Family for Every Child is a purpose-driven career where the work you do could play a role in making a positive impact on the lives of children and families all around the world. Our employees have a passion for changing the world.

Our global recruitment and selection practices mean that we work with the best people from around the world, employing staff and engaging consultants, contractors and service providers in several different countries, always seeking to comply with local legislation and tax regulations.

All staff must have the right to work in the country they are based in. Family for Every Child does not sponsor work permits or contribute to costs.

We expect all individuals who work with and for Family for Every Child to provide references and adhere to our Code of Conduct and relevant policies, particularly in relation to Safeguarding.

International HR Operations Officer - Terms & Conditions & Benefits

In return, we pride ourselves on our flexible and family-friendly ways of working and offer a competitive global reward approach. Our contractual benefits exceed statutory benefits in most countries where we employ staff. We ensure compliance with local legislation in whichever country our staff are based. We are committed to each other’s well-being and success, with a culture of shared leadership and collaboration, respect, integrity, and care for each other. We support our staff with the resources to be able to work from home and with the learning and development that they need to develop in their role.

Location

Flexible, home based, within the country of residence of the candidate.

Whilst we welcome applications from candidates based in India, Kenya, South Africa, Malaysia or New Zealand it is essential that the preferred candidate has strong practical knowledge and experience of current UK employment law and best practice approaches.

Family For Every Child does not support applications for working visas and there is no relocation support. We require proof of entitlement to work within the country you are based - visa and/or passport - and we will need a signed declaration for tax and social security purposes in order to ensure we comply with local legislation. Depending on location we employ staff directly (through Family For Every Child, Family Alliance or Family for Every Child Trust New Zealand). This will be determined based on the tax and or employment legislation within the country you are based. If the cost or mechanism of ensuring legitimate employment within your country of residence proves prohibitive, Family for Every Child reserves the right to withdraw your application from the selection process.
Salary

£32-36,000 GBP pro rata salary at FTE 0.8 FTE (equivalent to £40-45,000 GBP full time)

Salary will be determined based on experience and location with an appropriate cost of living adjustment against the UK salary scale where relevant.

Working Pattern

Part time - 28 hours per week (FTE 0.8)

There is an expectation that regardless of time zone the job holder will need to work flexibly to support work with colleagues in different time zones.

Working pattern to be agreed on appointment.

Contract Length

Permanent

Annual Leave

● 30 days per year pro rata plus 6 days for Christmas/New Year closure.
● Length of service award of 1 extra day per full year of service up to a maximum of 5 additional days.

Additional Benefits

● Pension - either matched contributions to UK Family for Every Child Aviva pension scheme (upto 7.5% after 3 months’ service) or an allowance for non-UK staff
● Sick pay - full pay after 6mths service - until then max 3 days full pay then UK Statutory Sick Pay (or equivalent)
● Flexible working including a range of working patterns e.g. condensed hours, split working days, annualised hours
● Life assurance - 3 x annual salary paid on death
● Reimbursement for eye tests and glasses
● Global Employee Assistance Programme
● Enhanced maternity and paternity pay (depending on location)
● Study leave - 10 days per year (pro rata for part time staff)
● Contribution to co-working space - 75% of costs, up to a maximum GBP £100 per month (or equivalent) (pro rata for part time staff)
● Support towards internet costs - up to 75% of the cost for the days you are working from home (pro rata for part time staff)
● Support towards office set up - up to GBP £75 for an office chair and GBP £150 for a desk (or equivalent) (permanent staff only)
● Provision of IT equipment as required
Our Commitment to Diversity

We are proud to have an international Board and Secretariat, working with people from all over the world to advance our mission. We actively encourage applications from talented and committed professionals of different cultural backgrounds. We welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background and political beliefs, to reflect the diversity of our members, as we know this will make our work more effective. We are committed to equality of opportunity in the recruitment, retention and development of our team.

Everyone who works for or on behalf of Family for Every Child is expected to work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds where the work of others is valued and respected.

Safeguarding Statement

Family for Every Child has a zero-tolerance approach to any harm, exploitation or abuse of children and anyone we work with or come into contact with including our members, staff, trustees, consultants and stakeholders. Safeguarding forms an intrinsic part of everything that we do. The appointment process for any roles to work with or on behalf of Family for Every Child will include the receipt of satisfactory references and relevant roles will require a criminal record check. Compliance with all our Safeguarding Policies and Procedures is mandatory.

International HR Operations Officer - How to Apply

Please apply by completing the online application form through our website: https://familyforeverychild.org/about-us/working-with-us/

CVs will not be accepted.

If you require any further information about this role, the organisation or the application process, please email recruitment@familyforeverychild.org and one of the HR team will come back to you. PLEASE DO NOT CALL.

Please ensure you apply in time to avoid disappointment. We will not accept late applications for any reason.

CLOSING DATE: Sunday 17 July 2022 @ 11pm UK BST

INTERVIEW DATE: First round interviews will take place virtually between 26-28 July 2022

We expect interviews to last approximately one hour. Please ensure you have access to the internet and a webcam set up in a quiet space for the interview. Due to time-zones interview timings may include early morning or late evening. There will also be a pre-interview task to complete.

START DATE: Start date will ideally be no later than 1 September 2022