

Temporary Senior Human Resources Officer (Employee Relations, Development and Wellbeing)

Harrow International School Hong Kong is the first international boarding and day school in Hong Kong. It is the third school in the Harrow family of schools in the Asia region and provides a British education from Early Years to Year 13 in custom-built facilities in a stunning location in Hong Kong. The School combines elements of educational philosophy, practice and traditions from Harrow School in London with the international mindedness of a diverse pupil body in Hong Kong. Having opened in September 2012, the School roll is currently around 1600 and the school achieves the best results in Hong Kong at A-level and GCSE. We were delighted to have featured as one of the top Schools in the World, top 10 Schools in Asia and one of the leading schools in Hong Kong according to the Spear's Index and CARFAX Index since 2020. Harrow Hong Kong is, however, about much more than academic results and our pupils excel in music, drama, sport and art as well as service and charity work. Our pupils go on to some of the most prestigious universities across the world including Oxford, Cambridge, Imperial College London, Durham University, University of Exeter, The University of Edinburgh, Harvard, Stanford, Yale, Princeton University, UPenn, UC Berkeley, The University of Hong Kong and Tsinghua University.

Job Title: Senior Human Resources Officer (Employee Relations, Development and Wellbeing)

Job Purpose: To be responsible for the School's Professional Performance Review and Continuing Professional Development programme for Educational Support Staff.

Driving the School's employee wellbeing strategy which aims to collaborate with staff to integrate health and wellbeing into day-to-day activities to support the School's social vision statement "a caring, respectful community in which everyone thrives", recognising that the School's greatest assets are the staff.

Tenure: Six months contract

Start Date: As soon as possible

Reporting Line: Director of Human Resources

Job Description

Education is ever-changing and all staff are expected to participate constructively in school activities and to adopt a flexible approach to their work. Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. The post holder will be expected to comply with any reasonable request from the line manager to undertake work of a similar level that is not specified in this job description. This job description will be reviewed regularly and will be varied in light of the business needs of the school.

The specific aims and key responsibilities of this position are:

- **With the Director of Human Resources, responsibility for employee relations management, including:**

- Providing professional guidance and support to line managers and staff on matters relating to employee relations
 - Seeking to address and resolve staff issues at the first instance and reporting to the Director of Human Resources as appropriate
 - Supporting the Director of Human Resources in managing employee grievances, disciplinary and capability processes, advising SLT as appropriate
 - Supporting the SLT with investigations and disciplinary management of staff, ensuring accurate records of cases are kept within confidential employment files
 - Providing advice, counsel and guidance to employees on relevant issues and escalating to SLT or the Director of Human Resources as appropriate
 - Staff wellbeing advocacy and acting as the first point of contact on matters relating to staff wellbeing
 - Leading the Employee Wellbeing website and overseeing the work of the HR Assistant in this area
 - Conducting Exit interviews and analysing data and trends
 - Overseeing the annual staff wellbeing survey and working with the Director of HR on implementing an action plan
 - Conducting regular check-ins with staff where appropriate
 - Sitting on the School's Conditions of Service Committee, responding to items raised and formulating action plans accordingly
- **Coordinating planning for the School's Professional Performance Review and Continuing Professional Development programme for Educational Support Staff, including responsibility for:**
 - In liaison with the Talent Acquisition Manager, managing the induction process for new members of Educational Support Staff
 - Leading and managing the annual Professional Performance Review process for Educational Support Staff
 - Keeping a record of the CPD undertaken by each Educational Support Staff
 - Liaising with the group for the development of the AISL Academy and ensuring schoolwide participation
 - Maintaining accurate employee data in the School's PPR platform BlueSky
- **With the Director of Human Resources, responsibility for organising training activities for Educational Support Staff, including:**
 - Assessing training needs and designing an annual training plan to meet talent development and business needs
 - Designing and delivering in-house training programs
 - Managing relationships with external training providers, negotiating contracts, and overseeing the delivery of outsourced training programs
 - Reviewing and evaluating effectiveness of both in-house and outsourced training programmes and assessment of training service providers
 - Handling training and development administrative duties including record updating, subsidy claim, coordination, etc
 - Planning, organising, and managing the process of team-building activities and other initiatives
- **Providing general support to the Human Resources Department, including:**
 - Assisting in the recruitment processes, including but not limited to posting job advertisement, scheduling interviews, preparing interview materials, booking meeting rooms, arranging logistics of interview days and taking school tours
 - Assisting in arranging on-boarding materials, logistics and induction for new staff and accompanying expatriates for HKID, bank account opening, SCRC and other external formalities as required, etc
 - Providing general administration support to the department
- **Other responsibilities:**
 - Implementing safeguarding procedures at the School
 - Undertaking duties as the Head of School or a delegated representative may reasonably request.

Harrow Hong Kong is fundamentally committed to safeguarding the children in our care and their welfare is our top priority.

All adults in the School community are expected to follow its Child Protection procedures and are required to undertake safeguarding checks.

Harrow Hong Kong reserves the right to recruit at any stage during the selection process.

Person Specification

The successful candidate will be likely to fit the following profile:

Qualifications:

- Higher diploma or above

Skills:

- High proficiency in both written and spoken English
- Excellent organisational, administrative and IT skills
- Proven problem solving skills and ability to multi-task
- Strong communication and interpersonal skills with a customer-oriented mindset

Experience:

- Minimum 5 years' relevant working experience in training field
- Experience working in a multi-cultural environment would be an advantage

Knowledge:

- Good knowledge of HR practices, employment ordinance and other HR related legislations

Personal Qualities:

- Confidence to deal with expatriates and different levels of members of staff
- High levels of personal and professional integrity
- Ability to exercise discretion and confidentiality
- Ability to work as part of a team and independently
- Able to work under pressure
- Organised and strong attention to details
- Customer-oriented and a professional approach to internal and external stakeholders at all times
- Personal warmth to gain the confidence of pupils, staff and parents

Attitudes:

- Self-motivated, with good sense of responsibility
- Proactive and a positive 'can do' approach in all aspects of the role
- Collaborative approach to team working, both internally and with external vendors
- Flexible, diligent, positive and enthusiastic
- Eagerness and willingness to learn and develop new skills, as required by the role
- High levels of personal presentation, integrity and communication skill

All applicants should already have in place the right to work in Hong Kong.