Terms of Reference

Officer Human Resources

WWF - Pakistan

Reporting to: Senior Manager Human Resources
Department: Human Resources
Employment Grade: C3 [Officer]
Duty Station: WWF- Pakistan Head Office, Lahore
Contract: Long term [Annual Renewable]
Work Week / Days: 40 hrs. / 5 days

Working Relationships

External: HR Consultancy Firms, Education Institutes, Vendors
Internal: All projects / departments of WWF - Pakistan

Duties and Responsibilities

National Responsibilities

☐ Maintain the central Employment Record and ensure that all necessary documents are available.
☐ Prepare Visa endorsement letters & invitation letters to Foreign Nationals
☐ Facilitate Internal & External Audits.
☐ Prepare Employment & Experience Certificates
☐ Maintain Health Insurance record and assist in the processing of claims
☐ Handle the Employees Welfare Fund applications and record.
☐ Maintain and analyze exit records; compile feedback and identify any trends. Assist in preparing the Employee Turnover Report.
☐ Ensure confidentiality of information shared and processed.
☐ Assist in the processing of monthly payroll and coordinate with IT department and the Payroll consultant for payroll software and backup.
☐ Prepare information for the Employee Cards to be printed as per the procurement process

Regional / HO Responsibilities

☐ Assist in the recruitment for the designated departments / projects. Ensure that recruitment timelines for new hires and replacements are followed. Keep tract of the recruitment process and identify any problems delays.
☐ Advertise positions, schedule shortlisting sessions & interviews. Prepare tests and interview criteria sheets; Develop linkages with prominent universities and HR constancy firms
☐ Handle the new employee orientation.
☐ Create HRIS logins of new employees and share the information with IT department for the WWF email ID.
☐ Prepare employment contracts & ensure that the supporting documents / approvals are in place.
☐ Assist in the probation evaluation off new hires
☐ Ensure that Employee Exit process is followed and properly documented; Keep track of the final settlement to minimize any unnecessary delays.
☐ Handle Internships and prepare internship contracts
☐ Assist in the REC club activities at the HO
Ensure compliance with policies & procedures and identify any deviations. Assist in conducting information sessions with employees on policy matters and seek feedback.

- Assist in employee counselling and grievance resolution.
- Seek feedback from employees on policy and processes.

**Selection Criteria**

**Education & Work Experience**

- An appropriate post-graduate qualification.
- At least 1-2 years’ experience [Preferred]
- Experience of working in a multicultural / multinational organization

**Skills /Abilities / Attributes**

- A vibrant and amicable personality
- Attention to detail and diplomacy
- Strong multitasking abilities
- Excellent Negotiation skills
- Strong time management skills, and personal efficiency
- Good English Language (reading, writing and speaking skills)
- Discrete and Ethical
- Sensitivity to gender and other current social issues in Pakistan
- Interest in conservation and environmental issues.
- Proficiency in the use of computer;
- Facilitation & Customer Services aptitude and experience;
- Identifies and aligns with the core values of the WWF organization: Courage, Collaboration, Respect & Integrity;
- Demonstrates WWF behaviors in the way of working: Strive for Impact, Listen Deeply, Collaborate Openly, Innovate Fearlessly;
- Adheres to WWF’s brand characteristics, which are: Knowledgeable, Optimistic, Determined and Engaging

**WWF- Pakistan is an equal opportunity employer**