



Terms of Reference

Officer Human Resources

Reporting to	:	Senior Manager Human Resources
Department	:	Human Resources
Employment Grade	:	C3 / Officer
Duty Station	:	Lahore / Karachi
Responsibilities	:	National & Regional

Working Relationships

External Educational Institutes, Comparable non- profit organizations, HR consulting firms

Internal Employees in the designated areas

Duties and Responsibilities

Regional Responsibilities

- Ensure full compliance with WWF-Pakistan's HR policies / procedures;
- Handle the recruitment process. Prepare TORs, initiate position requests, advertise vacancies, schedule interviews , form interview panels, compile interview / test results and conduct reference checks; Keep track of applicants and potential candidates ; Assist in new Employee orientation;
- Ensure that all the relevant / necessary documents are available for employment related letters to be issued.
- Assist in Employee Probation Evaluation and Annual Performance Appraisals and ensure that they are completed in time.
- Ensure that Employee Exit process is followed and documented; maintain and analyze exit records to compile feedback and identify trends.
- Represent the organization in various HR forums;
- Address employee queries and conduct employee engagement and counseling sessions;
- Facilitate internal and external audits:
- Prepare memos
- Prepare employment contracts.

National Responsibilities

- Operate Payroll and coordinate with IT for payroll maintenance and data backup.
- Handle Group Life Insurance and maintain related records.
- Draft Internship contracts
- Draft experience certificates for volunteers and interns.
- Setup EWF meetings, take minutes and follow up on action points.
- Prepare employment cards and work with IT department to setup official email IDs and HRIS logins.
- Serve as a backup for the maintenance of employee records.

Selection Criteria

Education & Work Experience

- An appropriate post-graduate qualification in Human Resource Management or a related field.
- At least 2 years' work experience in the field of Human Resource Management;
- Experience in operating payroll will be an advantage.
- Familiarity with the multicultural / international environment and development sector;

Skills /Abilities / Attributes

- A vibrant and amicable personality
- Attention to detail and diplomacy
- Strong multitasking abilities
- Ability to be able to act with incomplete and “best available” information and know when and from whom to seek support
- Excellent Negotiation skills
- Strong time management skills, and personal efficiency
- Excellent English Language (reading, writing and speaking skills)
- Discrete and Ethical
- Ability to meet steep deadlines.
- Sensitivity to gender and other current social issues in Pakistan
- Interest in conservation and environmental issues.
- Proficiency in the use of computer;
- Adheres to WWF's values, which are: Courage, Integrity, Collaboration, Respect.
- Facilitation & Customer Services Skills;
- Ability and wiliness to travel;

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