**WWF Guianas JOB DESCRIPTION**

**Job title:** People & Culture (P&C) Manager  
**Job Family:** Manager/Specialist  
**Career Level:** Manager  
**Reports to:** Country Director  
**Review Date:** November 2023

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**I. Main Function**

The People & Culture Manager supports the creation of a Culture that promotes WWF values, diversity, equity, inclusion, continuous improvement, open communication, and employee satisfaction. This role is part of the Senior Management Teams and is as such responsible for the management and monitoring of the People & Culture/HR processes of WWF Guianas ensuring compliance with local labour laws and HQ policies and procedures.

**II. Key responsibilities:**

**HR Strategic Planning:**

- In consultation with the Country Director, develops, implements, and monitors the P&C strategy that responds to strategic and programmatic needs based on available and projected funds. Evaluates the P&C strategy regularly, and systematically reports to the Country Director and the SMT on the implementation of the plan, identifying challenges and proposing adaptive steps to ensure achievement of goals set in the HR plan.
- Champions and supports the development of a performance driven organizational culture, based on cooperation and collaboration within the different parts of the team. Works with the Country Director, The Finance &Administration Manager as well as with the Organization Development (OD) core team to identify opportunities to increase organizational effectiveness through the organizational development process.
- Contribute to the positioning of WWF- Guianas as the employer of choice for professionals interested in the field of environmental conservation and human wellbeing.

**Management People & Culture/HR Function**

In alliance with the International People & Culture Manager, manages People & Culture/HR function in-country by implementing the People & Culture/HR strategy covering all of P&C/HR management based in the employee life cycle:

- Recruitment (talent acquisition). This includes effective and timely support to the hiring manager in coordinating the process including drafting of contracts, maintaining up-to-date recruitment progress following HQs policy and procedure.
- Leads the Onboarding process (local and COU). Conducts orientation sessions for staff on their benefits and compensation entitlements. Keeps track of changes of organizational policies, service rules and benefits by HQ and update relevant staff of the matters.
- Develop and coordinate Learning and Development programs (plan, implement, and secure budgets), to assure core competencies are developed in all areas of the organization (leadership, management, communication, technical skills, etc.).
- Compensation Strategy: work with the International People & Culture Manager to appropriately level jobs, update salary ranges, make equity analysis and determine merit increases. This will include job matching, support in analyzing survey data, and staying abreast of peer organizations’ staff benefit policies.

- Collaborate with Birches Group to ensure salary surveys reflect the office’s structure.

- Performance Management (implementation and follow up based on HQ’s process). Also responsible for talent management, jointly with the respective managers develop talent development plans and help with following through on opportunities (within WWF and outside). Ensures that the annual performance evaluations and the interim performance assessments are carried out in an honest, effective, transparent and efficient way.

- Retention Initiatives.

- Succession Planning.

- Employee Relations and Separation Processes. Advise the Country Director on emerging staff-related matters. Handles complaints, disputes and grievances of all employees or fair and professional management of the process. Foster a conducive environment through employee relations activities and communication. Develops strong working relationships with attorneys in Guyana and Suriname to ensure relevant, timely and accurate legal, fiscal and labor advice as required.

- Responsible for managing and maintaining up to date all personnel data in WWF-US's Human Resources Information System (HRIS)- Workday, including Employee Hires, Job Changes (promotions, position modifications etc.), Compensation Changes and Terminations. Informs managers on contract’s expiration.

- As part of SMT the P&C Manager is responsible to regular update the SMT on status of staff, interns and volunteer contracts and after approval.

- In coordination with the F&A Manager, assures that the Payroll Process follows government fiscal/labor requirements. This includes: payment of taxes, ensuring that the staff pension enrollments are initiated in a timely manner according to the provisions etc.
  - Support staff to ensure timely submission of their monthly Timesheets so payroll changes (vacation, sick, other type of leaves) can be submitted to the Finance Team for payroll processing.

- Oversee that staff insurance policies are initiated and updated and that staff are kept informed on these matters. Works with staff to ensure they obtain the medical facilities as provided for in their policy.

- Participates in periodic HR audit/assessments facilitated by HQ and addresses any queries regarding P&C issues. Provides HR files and data for audit purposes and cooperates with the Finance and Ops team in this audit process (project/ internal audit).

- Responsible for leading locally all HQ’s initiatives and training: Global harassment, Fraud and Prevention, Cyber security, Safeguards etc.

- Provides semiannual report on people and culture priority area as part of the Office Development workplan, progress on implementation of the People and Culture strategy according to established KPIs for inclusion in Country Office reporting as well as to contribute to the maintenance and management of the Country Risk register and Network performance overview.

- Perform other duties as assigned
III. Minimum Qualifications

Education and Experience

- University degree (Bachelor’s) degree in Human Resources Management, Psychology, Sociology or relevant field. Masters in related field are preferred.
- Minimum 8 years in practice preferably in NGOs or International Cooperation Agencies. Fluency in written and spoken English and Dutch.
- Effective use of Microsoft Office programs.
- Knowledge of HR systems and databases.
- Strong analytical skills including analysis of both quantitative and qualitative data.

Skills and Abilities

- Excellent organization, planning, and record keeping and documentation skills.
- Proven proactive approaches to problem solving with strong decision-making ability.
- Is focused on the future, self-starting and oriented to bring about change through intervention.
- Excellent communication and interpersonal skills that require courtesy, diplomacy, and tact necessary to communicate effectively with staff, and with applicants to new positions.
- Excellent training and presentation skills.
- Ability to take initiative, prioritize, meet deadlines, and complete work with minimal supervision.
- Ability to work independently but is also a teamplayer with ability to work under pressure with focus on achieving conservation results and/or objectives.
- Ability to establish and maintain effective relationships with staff at all levels of the organization and provide excellent customer service.
- Discipline to implement established procedures and policies.
- Proven ability to handle confidential information with discretion, honesty, and professional ethics.
- Committed to building and strengthening a culture of inclusion within and across teams.
- Identifies and aligns with WWF’s core values: Courage, Integrity, Respect, and Collaboration:
  - Demonstrates courage by speaking up even when it is difficult, or unpopular.
  - Builds trust with colleagues by acting with integrity, owning mistakes, and holding oneself accountable.
  - Welcomes other points of view and ideas, recognizing and embracing different and contrary perspectives with kindness, curiosity, and encouragement.
  - Makes conscious efforts to promote cooperative practices, behaviors, and ways of working across many groups and individuals.