

JOB DESCRIPTION

Position Title: Principal Human Resource Coordinator

Division: Corporate Services	Location: Head Office, Matautu-tai
Report to: AGM Corporate Services	Contract: Three (3) Years
Hours of Work: Monday to Friday, 9am – 5pm	Salary: \$55,431 - \$64,501 [L16]
Responsible for: Corporate Service Staff	

Primary Objectives

To coordinate and oversee the day-to-day operations of the Human Resources Unit by supervising staff, monitoring the delivery of human resource services, and ensuring the timely and efficient administration of recruitment, employee records, payroll support, learning and development, performance management and employee relations processes.

The position is responsible for coordinating the implementation of Human Resource programmes, maintaining compliance with the Corporation's policies and procedures, supporting managers and employees on routine HR matters and ensuring quality service delivery through effective planning, reporting and team leadership. The Principal Human Resources Officer supports the AGM Corporate Services by ensuring the Human Resources Unit operates efficiently and achieves its operational objectives.

Part A: Key Responsibilities, Activities, Tasks & Key Performance Indicators (KPIs)

Key Areas of Responsibility	Key Activities and Tasks	Key Performance Indicators (KPIs)
People Leadership and Team Coordination	- Supervise HR Team - Allocate Work - Coach staff - Monitor performance - Manage Leave roster - Conduct team meetings	- HR Team work plans coordinated and monitored throughout the year 100% of HR staff performance reviews completed within scheduled timeframes - Monthly team meetings conducted and documented - Staff workloads effectively allocated to meet operational priorities - Positive working relationships maintained across the HR Team and SSC divisions
HR Operations and Workflow Coordination	- Monitor recruitment progress - Monitor training activities - Monitor investigations - Monitor probation reviews - Ensure deadlines are met	- Recruitment, probation, leave administration and other HR processes monitored to ensure completion within agreed timeframes 100% of recruitment and HR documentation submitted for approval is complete and accurate

		• HR service requests coordinated and responded to within established service standards • Monthly monitoring reports on HR activities submitted to the AGM Corporate Services • Minimal backlog of outstanding HR activities
Quality Assurance and compliance	• Review correspondence before submission • Check files are complete • Ensure policies are followed • Ensure records are maintained	• Personnel files and HR records maintained accurately and securely • Zero major non-compliance findings relating to HR administration during internal or external audits • Payroll information and leave records submitted accurately and within required deadlines • HR processes monitored to ensure compliance with SSC policies and legislative requirements • Confidentiality of employee information maintained at all times
Customer Service and Stakeholder support	• First point of contact for Managers • Resolve routine enquiries • Escalate technical matters	• HR enquiries acknowledged and coordinated within agreed service standards • Managers and employees provided with timely administrative support • Routine HR matters resolved at operational level with complex matters escalated appropriately • Positive feedback received from internal stakeholders regarding HR service delivery • Effective communication maintained with all SSC divisions
Reporting and continuous improvement	• Consolidate monthly HR reports • Monitor KPIs • Report risks • Coordinate Board reporting inputs including the Annual Reports, translation of reports when and as required	• Monthly HR operational reports submitted by due dates • Workforce, recruitment, leave and training statistics maintained accurately • HR risks and operational issues identified and reported promptly • At least two administrative or process improvements implemented annually • All reporting deadlines achieved in accordance with Management requirements
Employee Relations and Compliance	• Coordinate disciplinary and grievance processes • Maintain confidential employee files • Ensure HR documentation complies with SSC procedures • Escalate complex employment matters to the AGM Corporate Services	• Employee files maintained • HR processes comply with policies • Confidentiality maintained • Employee matters coordinated professionally

Operational planning and risk management	• Coordinate the implementation of the HR operational work plan/CS Division Annual Work Plan • Monitor risks affecting HR Service delivery • Recommend resource requirements • Coordinate business continuity for the HR Unit • Support the AGM Corporate Services in achieving divisional objectives	• Annual Work Plan implemented • HR unit contributed to achievement of CS KPIs • Annual Divisional Objectives achieved within agreed timeframes
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Part B: Merits and Selection Criteria

<i>Skills and Abilities</i>	✓ Demonstrated skills and abilities in coordinating and overseeing the day-to-day operations of a Human Resources function, including monitoring the delivery of recruitment, employee records, payroll support, performance management, learning and development, and employee relations activities. ✓ Demonstrated skills and abilities in supervising, supporting and coordinating the work of staff, including allocating workloads, monitoring progress, providing guidance, and fostering a collaborative and customer-focused team environment. ✓ Demonstrated skills and abilities in coordinating the implementation of Human Resource policies, procedures and administrative processes, ensuring compliance with established organisational requirements and escalating complex matters where appropriate. ✓ Demonstrated skills and abilities in preparing operational reports, maintaining accurate Human Resource records, monitoring key activities, and providing timely updates to management on the status of Human Resource operations. ✓ Demonstrated skills and abilities in establishing and maintaining effective working relationships, communicating professionally with employees, managers, external stakeholders and service providers, and delivering responsive customer service. ✓ Demonstrated skills and abilities in planning, organising and coordinating multiple operational priorities, ensuring work is completed within agreed timeframes while maintaining confidentiality and accuracy in Human Resource administration.
<i>Personal Attributes</i>	✓ Professionalism and integrity, with a commitment to confidentiality, ethical conduct and accountability in all Human Resource matters. ✓ A proactive and organised approach, with the ability to manage competing priorities, work independently and meet deadlines. ✓ Strong interpersonal and communication skills, with the ability to work cooperatively, build trust and maintain positive working relationships. ✓ Sound judgement and initiative, with the ability to identify issues, recommend practical solutions and support informed decision-making. ✓ Commitment to continuous improvement, with a willingness to learn, adapt to change and contribute positively to the achievement of the Corporation's objectives.
<i>Work Performance and Experience</i>	✓ At least five (5) years relevant experience in Human Resource Management, including experience in a supervisory or leadership role ✓ Proven experience supervising staff, managing workloads and monitoring performance outcomes ✓ Experience working within a public sector, government agency and statutory body

	✓ Demonstrated record of achieving performance targets, maintaining compliance requirements and delivering quality outcomes with specified timeframes
Qualifications	✓ Bachelor Degree in Human Resource Management, Public Administration, Management, Industrial Relations. Business Administration or another related discipline from a recognized tertiary institution ✓ Relevant training and certifications in employment relations, performance management, organizational development, leadership, coaching or workforce planning

Continued Professional Development

The Samoa Shipping Corporation is committed to provide CPD for the successful candidate. SSC expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience.

