Information Pack for the Role of
Manager,
Human Resources

World Scout Bureau Global Support Centre,
Kuala Lumpur, Malaysia

March 2021
World Scouting

"The Mission of Scouting is to contribute to the education of young people, through a value system based on the Scout Promise and Law, to help build a better world where people are self-fulfilled as individuals and play a constructive role in society."

The **World Organization of the Scout Movement** (WOSM) is one of the largest youth organisations in the world. Scouting is a grassroots educational youth movement that is truly bottom-up in its structure and approach in engaging young people from all over the world.

World Scouting today is a confederation of 171 National Scout Organizations (NSO) in a network of over 54 million Scouts in more than one million local community Scout groups. Some seven million members are volunteers who support the local activities, resulting in a huge multiplier effect.

Through peer-to-peer leadership supported by adults, each local Scout group embraces the same set of values illustrated in the Scout Promise and Law. Each of our 1.5 million local Scout groups follows a similar system of non-formal education suited to the unique aspects of their local community.

WOSM is an independent, worldwide, non-profit and non-partisan organisation, which serves the Scout Movement through its NSO members. Its purpose is to promote unity and the understanding of Scouting’s purpose and principles, while facilitating its expansion and development.

The **World Scout Bureau** (WSB) is the Secretariat of the World Organization. It comprises of 130 professional staff, based in nine support centres worldwide:
- Belgium, Brussels (Europe Support Centre)
- Egypt, Cairo (Arab Support Centre)
- Kenya, Nairobi (Africa Support Centre)
- Malaysia, Kuala Lumpur (Global Support Centre)
- Philippines, Makati City (Asia-Pacific Support Centre)
- Panama, Panama City (Interamerica Support Centre)
- Switzerland, Geneva (Global Support Centre)
- Switzerland, Geneva (Europe Support Centre)
- Ukraine, Kiev (Eurasia Support Centre)
Manager, Human Resources

Reporting to: Deputy Global Director, Corporate Services & Director, Human Resources and Administration

Location: WSB Global Support Centre, Kuala Lumpur, Malaysia

Duration: 3 years

Summary

Human resources are the most important assets for the World Scout Bureau (WSB). This is an exciting opportunity to work with a global organization aiming to model best practices in HRM for all its 9 Support Centres worldwide. The incumbent will have a wide range of responsibilities and will be able to interact across the broad and diverse community of WOSM.

The Manager, Human Resources is responsible for carrying out the day to day HR-related duties, primarily focused on the 40 staff and interns of the Global Support Centre in Kuala Lumpur, Malaysia but also includes a strategic HR support role towards the 130 staff worldwide.

S/he coordinates payroll and benefits programmes, supports managers in the recruitment cycle as well as onboarding and offboarding cycle, compensation, performance management and employee relations. The role further carries specific responsibility for the work permit administration of international staff with government authorities in Malaysia.

Role description

Key responsibilities

- Continuously enhance WSB’s human resources by planning, communicating, implementing and evaluating employee relations and human resources policies, programs and practices
- Promote and nurture a positive work environment that attracts, retains and develops talented and dedicated staff
- Coordinate the WSB’s payroll, benefits and leaves programmes, ensuring statutory compliance with applicable local legislation and contribute to benchmarking efforts
- Coordinate the WSB’s recruitment cycle, ensuring a streamlined experience for applicants and hiring managers aligned with international best practice
- Act as the primary interface during onboarding and offboarding processes within WSB
- Liaise with Malaysian government authorities on application, work permit and other administration required for the employment of international staff and interns in Malaysia.
- Oversee, in collaboration with the HR Director, the WSB Performance Management Process including coaching of line managers and staff in the process as well as continuous improvement of the process.
- Support compliance with all legal HRM requirements, both in Malaysia and in other WSB locales worldwide
- Ensure WSB HRM records are kept consistent and up to date, ensuring access as required to reports, organization charts, job descriptions and historical record.
- Manage the staff relations processes and recommend corrective actions any as needed; including dealing with staff grievances and implementing disciplinary procedures
- Assist in the development and monitoring of the WSB human resources budget
- To take on other tasks from time to time, as required by the Director, Human Resources

- Administer various human resource plans and procedures for all employees; manages the implementation of HR policies and procedures; Effectively communicate and advise staff on all HR policies and procedures and ensure organization wide knowledge and adherence.
- Administer benefit programs, including annual review/analysis, and serve as primary contact with Broker and providers for all health and welfare programs (Kuala Lumpur and Globally)
- Administer payroll and ensures statutory compliance on all payroll related matters.
- Manage all employee leave programs;
- Providing full life cycle recruitment to ensure staffing needs are met;
- In collaboration with the HR Director, oversee the performance management process, including staff training, and recommend improvements as necessary to ensure goal alignment and a process for ongoing staff feedback;
- Manage the staff relations process and recommend corrective actions any as needed; this includes dealing with staff grievances and implementing disciplinary procedures;
- Maintains compliance with all legal requirements throughout the human resource management, particularly Malaysia laws, seeking advice in other countries to ensure compliance.
- Liaise with Govt. Ministry and Immigration on new application and work permit renewal for international staff.
- Maintains human resource management information system records and compiles reports from the database.
- Maintain staff personal files and databases
- Assist in the preparation of budget of human resource operations.
- Promote and nurture a positive work environment that attracts, retains and develops talented and dedicated staff
- Benchmark compensation and benefits on an ongoing basis to ensure both are in line with the one World Scout Bureau philosophy
- Support training needs and monitor training programs.
- Participate in policy review, recommend improvements and implementation across support centres.
- Recommend and implement staff development and welfare programs
- Perform other related duties as assigned

**Job requirements**

**Core Competencies**
- Communication and interpersonal skills in an international setting
- Confidentiality
- Global & Cultural Awareness
- Supporting diversity
- Relationship Management
- Strong ethics and reliability
- Strong accuracy and attention to detail

**Experience and Education**
- A minimum of 5 years of experience in human resource management
- Bachelor’s degree or higher in a field related to human resources or equivalent

**Desired knowledge**
- Hands-on expertise and knowledge of Malaysia’s labour law and in particular immigration regulations for foreign staff. Expertise of applicable laws in other jurisdictions is considered an asset.
- Experience with service outsource arrangements
- Ability to cultivate and maintain cordial and productive 2 way relationships with all stakeholders across board
- In-depth working knowledge of payroll applications
- Familiarity with staff relocations and work permit requirements
- Experience working in an international or multicultural environment
- Problem solving and decision making aptitude
- Knowledge of staff performance systems and broad industry best practices to staff management

**Desired skills and qualities**
- Fluent in English and Bahasa Malaysia, and literacy in any of the other WOSM languages (French, Arabic, Spanish, Russian) considered an advantage.
- A self-starter, highly motivated with a strong sense of personal initiative
- Strong work ethic, detail, and solutions oriented
- Passionate about staff motivation and retention
Ambition for continuous learning and personal development
Capable of working across teams at the WSB and with staff at national, regional, and global levels
Willing to work in evenings and weekends as required
Professional and pleasant outlook and conduct at all times
Genuine interest in working with and managing human resources of a diverse nature across the globe
Good problem-solving skills set
Possess strong interpersonal skills
Able to prioritise and plan work activities so as to use time efficiently.

Summary of employment Terms and conditions
The WSB offers a range of tangible and intangible working benefits. This is a full-time position with a contract of three years with an option to extend the contract subject to agreement by both parties.

- The salary paid on a monthly basis will be appropriate to the role.
- The position is based in Kuala Lumpur, Malaysia.
- Contractual hours of work are a minimum of 40 hours per week, Monday through Friday, but additional hours may be required for the effective performance of the role for which there will be no additional remuneration. The successful candidate must be willing to work in the evenings and on weekends, when necessary.
- The holiday entitlement is 25 days per annum plus public holidays in the country where the position is based.

How to apply

Applications will be considered on a rolling basis from 26 March 2021. Please submitted your application at scout.org/jobs by that date and should include:

1. a curriculum vitae with full details of education and career history
2. a cover letter outlining your suitability for the role, relating your skills, knowledge, and experience to the requirements of the job description and personal specification. Your particular interest and motivation in applying for this role should also be outlined
3. contact information of at least two persons who can provide employment references

Applications and enquiries should be emailed to jobs@scout.org.

The WSB is committed to making appointments on merit by a fair and open process, taking due account of equality and diversity. Qualified Malaysians are particularly encouraged to apply.