Information Pack for the Role of

Human Resources Operations Executive

World Scout Bureau, Global Support Centre,
Kuala Lumpur, Malaysia

December 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 172 National Scout Organizations (NSOs) in a network of over 57 million members in more than one million local community Scout groups. Some five million members are adult 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 one 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 WOSM. It comprises of approximately 130 professional staff, based in nine locations worldwide:

- Belgium, Brussels (Europe Support Centre)
- Egypt, Cairo (Arab Support Centre)
- Kenya, Nairobi (Africa Support Centre)
- Malaysia, Kuala Lumpur (Global Support Centre)
- Panama, Panama City (Interamerica Support Centre)
- Philippines, Makati City (Asia-Pacific Support Centre)
- Switzerland, Geneva (Europe Support Centre)
- Switzerland, Geneva (Global Support Centre)
- Ukraine, Kiev (Eurasia Support Centre)
Job Description

Position Title: Human Resources Operations Executive
Reports to: Director, Human Resources and Administration
Location: World Scout Bureau Global Support Centre in 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. The incumbent will have a wide range of responsibilities and will be able to interact across the broad and diverse community of WOSM.

The Human Resources Operations Executive 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.

S/he coordinates payroll and benefits programs, support hiring managers in the recruitment cycle as well as onboarding and offboarding cycle, and employee relations. A large part of the role carries the specific responsibility for the work permit administration of international staff with government authorities in Malaysia.

Role description

Key responsibilities

- Promote and nurture a positive work environment that attracts, retains, and develops talented and dedicated staff
- Coordinate the WSB’s payroll, benefits, and leaves programs, ensuring statutory compliance with applicable local legislation and contributing to benchmarking efforts
- Liaise with Malaysian government authorities on application, work permit, and other administration required for the employment of international staff and interns in Malaysia.
- Administer benefits programs, including annual review/analysis, and serve as primary contact with broker and providers for all health and welfare programs (Kuala Lumpur and globally)
- Provide support to 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
- Maintain compliance with all legal requirements throughout the human resource management, particularly Malaysian laws, seeking advice in other countries to ensure compliance.
- Ensure WSB HRM records and information are kept with the highest level of confidentiality and integrity. The records are kept consistent and up to date, ensuring access as required to reports, organization charts, job descriptions, and historical records.
- Assist the HR Director 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
Job requirements

Core Competencies

• Communication and interpersonal skills in an international setting
• Confidentiality
• Global and 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 operations
• A Bachelor’s degree or HRM qualification combined with relevant experience

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 the board
• In-depth working knowledge of payroll applications
• Familiarity with staff relocations and work permit requirements
• Experience working in an international or multicultural environment
• Knowledge of staff performance systems and broad industry best practices on 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) are considered as 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. Create a safe and inclusive work environment
• Willing to work in evenings and weekends as required
• Professional and pleasant outlook and conduct at all times
• Genuine interest in human resource operations of a diverse nature across the globe
• A team player, independent, and able to work under pressure.
• 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 1 January until 15 January 2022. Please submit 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.*