



JOB DESCRIPTION

People & Culture Manager

Jakarta
March, 2024

I. JOB IDENTITY

Job Title : *People & Culture Manager*
Directorate : *People & Operations*
Direct Supervisor : *People & Operations Director*
Indirect Supervises : *National*
Location : *Jakarta*

II. PURPOSE OF THE POSITION

WWF-Indonesia is looking for a dynamic and committed People & Culture Manager to develop and implement the People and organizational development strategies within the 2023 -2030 Strategic Plan. Under the supervision of People & Operations Director, the People & Culture (P&C) Manager plays a key role in supporting the delivery of WWF-Indonesia conservation strategy through the development and implementation of efficient and effective systems in people management and culture. The position supports the creation of a culture that promotes WWF values, diversity, equity, inclusion, continuous improvement, open communication, and employee satisfaction. This role is responsible for ensuring WWF Indonesia applies the highest standards in the area of people management and fosters a culture based on the four values and associated ways of working of WWF in order to support the achievement of the conservation goals and objectives as laid out in the 2023–2030 Strategic Plan. Under the supervision of the People & Operations (PO) Director, the People & Culture Manager will also be responsible for implementing the people and organizational development strategies within the Strategic Plan period.

III. ROLES & RESPONSIBILITIES

A. People & Culture Strategic Planning:

- Works with the PO Director in promoting P&C best practice; and ensuring a robust and systematic approach to P&C processes and procedures.
- In consultation with the PO Director, contributes to the strategic planning, implementation, delivery and evaluation of WWF-Indonesia's People & Culture strategy with a particular focus on HR Management Systems, metrics and reporting, Workplace Health & Safety, workforce planning, remuneration and benefits, diversity and inclusion, and recruitment.
- Evaluates the P&C strategy regularly and systematically reports to the PO Director on the implementation of the plan, identifying challenges and proposing adaptive steps to ensure achievement of goals set in the P&C plan.
- Contribute to a range of people initiatives and projects to ensure WWF-Indonesia is a great place to work and can attract and retain the best talent to deliver its ambitious conservation goals.
- Together with the Program team to identify talent needs and funding requirements for staff costs on new projects.
- Assists the PO Director with structuring the organization to facilitate delivery of the organization's strategy including analyzing funding needs for staff costs needed.



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B. People Development & Management

1. Lead the implementation of the People management and development strategy:

- Ensure talent planning, acquisition, management and retention policies and processes to respond to WWF-Indonesia capacity needs (including annual staff planning, annual staff cost management, recruitment processes, staff induction, staff and consultants contracting, internship and volunteering programme management).
- Responsible for identifying WWF Indonesia talents, facilitating career development, and succession planning.
- Ensure compliance to WWF principles and policies and laws with regards to people management.
- Provide employee support in areas of related to discipline, grievance, counselling.
- Implement the compensation and benefits policy of WWF in Indonesia, ensuring it is in line with trends in local labour market (especially with alike organizations).
- Manage annual staff performance appraisal process, championing continuous feedback and objectives setting cycles, supporting people managers in the performance review and feedback cycle and keeping track of performance reviews, and implementing an appropriate performance reward policy.
- Plan and coordinate the staff development and succession planning processes (including identification of needs, staff development plans, training policy and plan, implementation of collective training sessions, partnerships with training institutions, etc.)
- Performance Management (implementation and follow up). Analyses performance management outputs , develops and implements performance improvement and capacity building plans. Ensures that the annual performance evaluations and the interim performance assessments are carried out in an honest, effective, transparent, and efficient way.
- Employee Relations and Separation Processes. Advise the PO 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.
- Make recommendations on annual remuneration reviews; work with PO Director 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.
- Maintains HR data and statistics and provides regular reports and analysis to the PO Director to facilitate continuous improvement
- In coordination with the F&A Manager, ensure that the payroll process follows government fiscal and labour requirements. This includes payment of taxes, ensuring that staff pension enrolments are initiated in a timely manner according to the provisions, etc.
- Oversee that staff insurance policies are initiated and updated, and that staff are kept informed on these matters.
- Participates in periodic audit/assessments and addresses any queries regarding P&C issues. Provides HR files and data for audit purposes and cooperates with the Finance and Administration team in this audit process (external/internal audit).
- Promote and coordinate initiatives to embed the four values and related ways of working of the WWF network, to reinforce team cohesion and well-being.



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- Supports PO Director to ensure that core Network standards, such as Safeguards training, Respect in the Workplace, Diversity & Inclusion, Health and safety etc. are understood, respected and strictly upheld by all staff.
 - Communicates/promotes People Development opportunities such as e-campus, global onboarding, secondments, external training in the WWF region and/or WWF Network;
 - Manages the end-to-end human resources administration processes, including drafting staff contracts, payroll management, timesheets, leave and holidays, sickness leave, other HR related administrative procedures;
 - Ensures that personnel contracts are fair and compliant with both WWF and Indonesia national standards/Labour Laws including ensure the correct application of WWF Indonesia policies that relate to personnel behaviour and policy compliance
 - Liaise, negotiate and coordinate with national labour authorities with respect to people and administrative and legal matters.
 - With SMT, monitor the organizational structure of the office and propose adjustments as needed.
2. Develop and coordinate the implementation of the WWF-Indonesia health and safety policy with a procedure manual and ensure provision of suitable and current information and supervision concerning health and safety policies and practices for all staff;
 3. Ensure all field offices are offering high standards working conditions, in compliance with WWF policies.
 4. Actively participates in Global P&C community on key network wide initiatives and connects with the Regional P&C community in Asia Pacific and WWF Global;

C. Organizational Development

- Coordinate the organizational development planning process for the office in close collaboration with other departments and ensure they are regularly informed of organizational objectives, progress, challenges and opportunities.
- Coordinate and regularly monitor the implementation of the organizational development plan and regularly report progress to the SMT.
- Keep track and ensure effective management of resources allocated to organizational development in compliance with WWF standards for project and financial management.

D. Supervisory Responsibilities

- Responsible for the supervision and management of human resource matters for all WWF Indonesia staff, and for the supervision of the People & Culture Department team. Direct day-to-day supervision will be exercised over such personnel as assigned to the People & Culture team.
- Involve himself/herself as appropriate in the hiring, development, and evaluation of all staff.

E. Others

- Contribute to the preparation of management comments for internal/external audits and follow up audit recommendations.
- Collaborate with WWF-Indonesia legal advisor to resolve legal matters related to HR activities.
- Perform other duties as assigned by the PO Director.



IV. AUTHORITY

Internal Working relationships	<ul style="list-style-type: none"> Interacts with all Directors, Heads, Managers, and all staff of WWF-Indonesia on daily basis, and as required coordinates and interacts with various project teams, WWF-Indonesia’s subsidiaries (PT Panda Lestari and PT Alam Bukit Tigapuluh). People & Culture Team of WWF-International and WWF network.
External Working Relationships:	The People & Culture Manager interacts as required with local labour authorities, partners and staff from other organizations at the national and the international level.

V. REQUIREMENT

Knowledge & experience	<ul style="list-style-type: none"> University degree (Bachelor’s) degree in Human Resources Management, Psychology, Sociology, or relevant field. Masters in related field are preferred. At least 7 years of professional experience in people management and/or organizational development (min 3 years in a supervisory position). Knowledge and experience of strategic HRM and ability to develop and deliver strategies and plans. Knowledge of the institutional, legal and policy framework of employment and HR management in Indonesia. Experience of working in a matrix organization. Substantial experience delivering HR generalist and recruitment services at the managerial level, including relocation and on boarding. Experience developing Organisation Development strategies.
Required Skills and Competencies	<ul style="list-style-type: none"> Strong skills in management and administration. Demonstrated integrity and excellent interpersonal skills. Strong analysis and numeracy skills with experience in organisational metrics and in payroll, remuneration and benchmarking. Methodical and structured with excellent attention to detail. Demonstrated excellent verbal, written and listening communication skills, with a proven ability to create high quality reports. Good guidance, counselling and negotiation skills at all levels; Excellent training and presentation skills. Ability to take initiative, prioritize, meet deadlines, and complete work with minimal supervision. A proven proactive approach to problem solving with strong decision-making ability. Ability to manage conflicts and work well under pressure.



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	<ul style="list-style-type: none"> • Ability to think strategically, with solid problem-solving and business acumen skills • Good planning & organizing skills. • Organizational awareness and service orientation. • Strong ability to bring together and inspire teams together for impact delivery. • Demonstrated ability to drive change initiatives and a commitment to continuous improvement. • Superb interpersonal skills that help connect with staff and externally across different audiences. • Must be a team player with very strong diplomatic and communication skills. • Self-starter, proactive approach to meeting deadlines and achieving results in a tight schedule. • Ability to establish and maintain effective relationships with staff at all levels of the organization and provide excellent customer service ethics. • 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.
Core competencies	<p>Identifies and aligns with WWF's core values: Courage, Integrity, Respect, and Collaboration:</p> <ul style="list-style-type: none"> • Demonstrate the highest level of integrity and confidentiality. • 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.

VI. VALUE IMPLEMENTATION

<i>Courage</i>	<ul style="list-style-type: none"> • Strive for impact – we set and deliver on ambitious goals • Take risks, despite fear of failure, and we innovate fearlessly • Make bold decisions and act on them • Speak up, even when it's hard to do
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<i>Integrity</i>	<ul style="list-style-type: none">• Walk the talk – we do what we say we will• Hold ourselves and others to account for living the values• Acknowledge and challenge our own assumptions and biases• Take responsibility for our actions and their impact
<i>Respect</i>	<ul style="list-style-type: none">• Create a safe and equal space for dialogue• Respect others' time, priorities and contributions• Listen deeply, and without judgment, to see through others' eyes• Treat all people equitably and champion diversity and inclusion
<i>Collaboration</i>	<ul style="list-style-type: none">• Build trust and relationships• Ask for and offer help• Share knowledge while acknowledging others' expertise• Intentionally create and support diverse alliances

At Yayasan WWF Indonesia we are committed to creating an inclusive working environment, where diversity is valued and there is equality of opportunity. We therefore welcome applications from all sections of the community, and we offer a range of benefits to encourage a work life balance.