



HR OFFICER (SERVICES) JOB DESCRIPTION

Job Title: HR Officer (Services)

Hours: 40 hours per week

Department: Human Resources

Reports to: HR Manager (Services)

Location: London, possibility for remote working

Duration: 12 months with potential to be permanent

Salary Grade: 3.1

Salary: £37,333.61 gross per annum (Non-London Weighting £33,833.61 gross pa)

MÉDECINS SANS FRONTIÈRES/DOCTORS WITHOUT BORDERS (MSF)

Médecins Sans Frontières/Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF relies on donations from private individuals and organisations for the majority of its income. This private funding gives MSF the freedom to respond where needs are greatest and to speak out publicly, free from any political interference.

MSF has around 40,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK, we support MSF's operations by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues, and recruiting Field staff. MSF UK personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

HR DEPARTMENT

The HR department is responsible for attracting, selecting, developing and retaining high- quality medical and non-medical staff for MSF operations and the MSF UK & Ireland offices.

The department provides Human Resource Management (HRM) support to both the MSF UK Field staff and MSF UK and Ireland Office staff. It is actively involved in the international MSF HRM forum to promote best practice in the management and support of Field staff in general and to provide more equal opportunities for UK Field workers in particular. The department plays a pivotal role in developing and maintaining relationships with the UK medical community and networking with medical institutions.

In addition, the department is part of a larger 'virtual HR department' for Operational Centre Amsterdam (OCA) which comprises MSF UK and Ireland, MSF Germany and MSF Holland. Together the department works in partnership on all aspects of Field related HRM.

HR SERVICES TEAM

The team consists of x3 HR Administrators which focus on supporting the field staff employee life cycle, x2 HR Officers specialising in either systems or payroll and benefits, and the HR Manager who develops the team and has strategic oversight.

JOB PURPOSE

This position is responsible for providing services related to payroll and benefits for MSF UK/IE office employees and supports the wider HR team to ensure pay is accurate and benefits are managed in accordance with HMRC and Pension Regulator rules and will play a key role in the implementation of a new organisation wide Rewards Review.

Through promoting the work of the HR team and the benefits on offer, the person in this role will welcome interaction from the rest of the organisation and act as a first point of contact for employees on queries related to payroll and benefits.

CONTEXT

Working closely with HR Manager (Services) and HR Office, HR Field and Finance teams the HR Officer (Services) will carry out routine work and contribute to project work, working collaboratively with the HR Officer (Compliance, Projects and Systems) to develop, improve and streamline existing processes.

The payroll is outsourced to a payroll bureau and consists of 2 monthly payrolls (approximately 250 employees), using 2 HR Information Systems (HRISs).

PRINCIPAL ACCOUNTABILITY	KEY PERFORMANCE INDICATOR (KPI)
Process 2 monthly payrolls for office and field staff, to ensure accurate payment of salaries and deductions for benefits and taxes and transfer of contributions to 2 Group Personal Pension Plans.	<ol style="list-style-type: none">1) Process on average under 3 Runs for each payroll over a period of 6 months within specified monthly timescales.2) Minimise mistakes that effect an employee or MSF's duty to comply with HMRC and Pension Regulator rules.3) Reasonable flexibility to accommodate changes that would have otherwise resulted in an over or under payment.4) Adhere to pre-determined deadlines set by MSF and the outsourced payroll bureau, to ensure salaries are accurate and paid on time.5) Create and send standard letters to employees related to some payroll changes and statutory benefits (including family and unpaid leave, commencement of deductions from pay and the annual pay review letters)
Communicate with and provide input data to benefit suppliers and finance department to ensure high level of service, awareness campaigning internally and timely payment of the posting tariffs and invoices.	<ol style="list-style-type: none">1) Maintain a good working relationship with suppliers, responding in a timely manner and ensuring the transfer of data is always accurate and GDPR compliant.2) Create and implement a long-term communications plan for improving the awareness

	of compensation and benefits with MSF UK & IE.
Review processes with key stakeholders on mission critical activities to improve ways of working.	1) Meet with key stakeholders regularly to ensure that issues on processes are addressed and propose changes going forward.
Research and analyse market trends on compensation and benefits to attract and retain staff.	<ol style="list-style-type: none"> 1) Support the HR Manager (Services) with the annual salary benchmarking for the office pay review. 2) Provide information on reward trends and make recommendations for activities internally. 3) Develop MSF digital platforms to increase awareness and accessibility of the rewards package. 4) Act as a partner to Line Managers and Senior Managers proactively seeking what their needs are on individual or departmental levels for reward and incentives. 5) Alongside the HR Manager Services support the implementation of a large organisation wide Rewards Review for the UK & IE offices.
Collect and organise data annually/quarterly for compliance with Gender Pay Gap and ONS surveys.	<ol style="list-style-type: none"> 1) Collect and analyse data in accordance with Gender Pay Gap reporting annually by the required deadlines. 2) Action the quarterly and annual requests for information from the Office of National Statistics related to pay and employment for MSF UK.
Organise and deploy the payroll section of the annual finance audits to ensure high levels of transparency and due diligence.	1) Provide all necessary information to the finance auditors annually and liaise with their associate to facilitate a complete review of our internal processes.
Coordinate the maintenance of essential records on contractors to show due diligence related to IR35.	<ol style="list-style-type: none"> 1) Coordinate with HR Business Partners and Department focal points for the maintenance of essential records of contractors. 2) Provide status updates to HR Manager Services on contractors within the office HRIS.

Please note that this list is indicative of the key responsibilities of this role but is by no means exhaustive. MSF is an emergency organisation and a 'Can do' attitude and flexibility to take on other related tasks is essential. This job description does not form part of the contract of employment.

KNOWLEDGE, SKILLS AND EXPERIENCE

- An IPPM Foundation Level (or working towards this) or equivalent level of professional knowledge and expertise.

- Extensive experience of preparing and reviewing complex payrolls with a high volume of monthly changes, more than 150 staff (including reconciliation of data).
- Experience or knowledge around employee reward, compensation, and benefits.
- Proven attention to detail, time management and problem-solving skills.
- Proven numeracy skills.
- Exceptional planning, organisational and prioritising skills.
- Excellent interpersonal and networking skills.
- Demonstrative experience of working with HR Information Systems.
- Experience dealing with complex issues related to pay, benefits and terms and conditions.
- Working knowledge of pension schemes with a variety of contribution styles.
- Previous experience of working with a payroll bureau service or other relevant outsourced supplier.
- Ability to work in a fast-paced, unpredictable, and demanding environment with constantly shifting priorities.
- Held or working towards CIPD professional qualification or equivalent Up to date knowledge of GDPR.
- Experience with a range of Microsoft Office applications (including excel VLOOKUPS).
- Fluency in written and spoken English.
- A good understanding of (UK) employment law.
- Working knowledge of current UK PAYE/HMRC legislation, NICs, SMP, SPP, ShPP, SSP and the practical application of all the statutory payments.
- Commitment to aims and values to Médecins Sans Frontières.

This post is subject to a Basic Disclosure and Barring Service Check.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

HOW TO APPLY

Apply on our website by submitting a copy of your CV together with a letter of motivation by the closing date.

There will be at least 1 to 2 rounds of interviews and an online assessment to complete.

Application checklist

Please check that you have included the following in your application:

- an up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role.
- answers to any questions specified in the job description pack, if applicable.

RECRUITMENT TIMETABLE:

- **Closing date for applications:** 31 May 2021, 11.59pm (BST)
- **Interviews:** w/c 7 June 2021 (subject to change)