

Position Description

Vacancy Title: **General Manager People & Culture - Centrecom**

Location: **Suva, Fiji**

Reports To: **None**

Objective

The General Manager People & Culture provides strategic leadership and oversight to the People & Culture (P&C) department. This role ensures the effective management of all P&C functions, fosters a positive work environment, and drives HR initiatives aligned with the organisation's goals. The role reports to the Managing Director.

Outcomes

Organisational Stakeholders

1. Leadership & Strategic Management

- Effective management of all P&C functions ensured, including talent acquisition, onboarding, learning & development, employee relations, record management, people analytics, reward and compensation, engagement and retention, and talent management.
- Strategic guidance and support provided to P&C Managers and staff, driving HR initiatives and aligning them with organisational goals.
- Comprehensive HR strategies, policies, and procedures developed and implemented, ensuring alignment with the organisation's goals and objectives.

2. Employee Relations

- Conflict resolution, grievance handling, and disciplinary actions managed effectively, ensuring compliance with employment laws and promoting fair and ethical practices.
- Accurate and confidential employee data storage ensured through the establishment and maintenance of effective record management systems, complying with data protection and privacy regulations.
- Workforce trends, performance, and engagement insights provided through the utilisation of HR analytics and metrics, enabling data-driven decisions and proactive HR strategies.
- Competitive and market-aligned reward programmes developed and managed, including compensation, benefits, and performance-based incentives.
- Positive work environment fostered and employee engagement enhanced through the development and implementation of initiatives to measure and improve satisfaction, well-being, and work-life balance.

3. Recruitment & Talent Management

- High-quality employees attracted and retained through the development and implementation of effective talent acquisition strategies.
- Recruitment processes overseen and compliance ensured with relevant policies and legal requirements.
- Smooth transition for new hires ensured through the development and implementation of effective onboarding programmes, promoting engagement and accelerating contribution to the organisation.

4. Learning & Development

- Employee skills, knowledge, and capabilities enhanced through the design and execution of learning and development programmes.
- Training needs identified and relevant initiatives delivered in collaboration with managers
- Succession planning, performance management, and career development programmes developed and implemented, identifying high-potential employees and providing growth opportunities.

5. Industry Awareness

- Latest industry trends, best practices, and emerging models and principles in HR monitored and applied, ensuring the organisation remains competitive and innovative.

6. Centrecom's image and value standards demonstrated and upheld.

- Collaborate with other teams in the organisation for the benefit of the organisation
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the organisation's image and values

Responsibilities - Key Competencies

Competence	Description
Business	
Strategic Development	Establish the strategic direction and steer the organisation towards its goals
Business Performance	Manage the performance of the organisation.

Competence	Description
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication

Customer

Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.

People

Leadership	Utilise a leadership position to influence people and events and to increase performance.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Learning	Develop the competencies of self and others to enhance performance.

Professional

Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Operational

Health and Safety	Establish and maintain a safe and healthy work environment.
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Qualifications

Qualification	Discipline	Notes
Preferred Degree	Human Resource Management	or a related field
Preferred Masters Degree	Business Administration, Human Resources	or related field

Work Knowledge and Experience

- At least 10 years demonstrated experience in a senior HR leadership role, managing a large organisation.
- Comprehensive understanding of all HR functions.
- Proficiency in HRIS software and data analytical tools.
- Ability to drive and manage change initiatives, fostering a culture of innovation and continuous improvement.
- Strong stakeholder management skills, including the ability to build and maintain relationships with internal and external stakeholders.
- Excellent communication skills, both verbal and written, to effectively convey HR initiatives and policies across the organisation.

Requirements

Language Proficiency

Excellent command of English

Professional Associations

Membership of appropriate Professional Institution

Regulatory Compliance Requirements

Police Clearance

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		

Type	Interaction	Comments
	All employees	
	Management Team	
	Customers	
External		
	Statutory Authorities	
	Community	

Attributes

Behavioural Styles

- Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Achiever Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
- Energetic Constantly active and driven to put in effort. Works hard to promote an enterprise.
- Integrity Adherence to moral and ethical principles; soundness of moral character; honesty.
- Reliable Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

- Perceptive Shows keen insight and understanding of issues or situations.

Thinking Styles

- Holistic thinker Considers issues/situations as a whole rather than analysing or dissecting the parts.

How To Apply

To apply for this position, please click on the job link provided and follow the application instructions. Ensure that you complete all required fields and submit your updated CV along with a cover letter outlining your qualifications and experience. Only applications submitted through the provided link will be considered.

Contact for Enquiries

Contact Name: Leonarda Patterson

Contact Email: leonarda@maxumise.com

Further Contact Information: Maxumise - Ph: 330 3137

Closing Date: 20 Apr 2025