

Position Description

Vacancy Title: Head of People & Culture [Suva]

Location: Suva

Reports To: None

Objective

Provide leadership and oversight to the P&C department, ensuring the effective management of all P&C functions, fostering a positive work environment that supports staff retention and engagement, and driving HR initiatives aligned with the organization's goals.

Outcomes

Organisational Stakeholders

1. P&C Department and Team Management

- Provide leadership and oversight to the P&C department, ensuring effective management of all P&C functions including talent acquisition, onboarding, learning & development, employee relations, record management, people analytics, reward and compensation, engagement and retention, and talent management.
- Develop and implement comprehensive P&C strategies, policies, and procedures aligned with Centrecom's organizational goals and objectives.
- Provide guidance and support to P&C Managers and other P&C staff members to drive P&C initiatives and foster a collaborative and high-performing P&C team.
- Stay updated on the latest industry trends, best practices, and emerging models and principles in the field of P&C to drive continuous improvement.

2. Talent Acquisition & Onboarding

- Develop and implement talent acquisition strategies, ensuring Centrecom attracts and retains high-quality employees.
- Collaborate with hiring managers to identify staffing needs, oversee recruitment processes, and ensure compliance with relevant policies and legal requirements.
- Develop and implement effective onboarding programs to ensure a smooth transition for new hires, promote engagement, and accelerate their ability to contribute to the organization.

3. Learning & Development

- Design and execute learning and development programs to enhance employee skills, knowledge, and capabilities.
- Collaborate with managers to identify training needs and work with partners to deliver relevant training programs, workshops and e-learning programs.

4. Employee Relations & Compliance

- Oversee employee relations activities, including conflict resolution, grievance handling, and disciplinary actions.
- Ensure compliance with employment laws and promote fair and ethical practices across the organization.
- Maintain a comprehensive understanding of employment laws, compliance requirements, and industry-specific regulations relevant to the BPO industry.

5. HR Systems & Record Management

- Develop and implement modern HR systems and processes to effectively manage HR operations, promoting integration and automation to improve efficiency and accuracy.
- Establish and maintain effective record management systems to ensure accurate and confidential employee data storage.
- Ensure compliance with data protection and privacy regulations in all record-keeping activities.

6. People Analytics & Data-Driven Insights

- Utilize HR analytics and metrics to provide insights on workforce trends, performance, and engagement.
- Collaborate with stakeholders to make data-driven decisions and implement proactive P&C strategies.
- Maintain competence with HR data and metrics to identify trends, evaluate P&C initiatives, and optimize P&C practices.

7. Reward, Recognition & Compensation

- Develop and manage employee reward and recognition programs, including compensation, benefits, and performance-based incentives.
- Ensure the organization's reward programs are competitive and aligned with market trends and industry standards.

8. Employee Engagement & Retention

- Foster a positive work environment and develop initiatives to enhance employee engagement and retention.
- Implement strategies to measure and improve employee satisfaction, well-being, and work-life balance.
- Create a shared purpose, nurture people's development, amplify their voice, and promote well-being.

9. Talent Management & Succession Planning

- Develop and implement talent management strategies, including succession planning, performance management, and career development programs.
- Identify high-potential employees and provide opportunities for growth and advancement within the organization.

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
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.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Team Orientation	Work in a team towards a common aim.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Management/ Human Resources Management or relevant discipline.	

Work Knowledge and Experience

Proven experience in a senior HR leadership role with comprehensive understanding and demonstrated expertise across all HR functions including talent acquisition, onboarding, learning & development, employee relations, record management, people analytics, reward and compensation, engagement and retention, and talent management.

Deep knowledge of employment laws, compliance requirements, data protection regulations, and industry-specific regulations relevant to the BPO industry, with demonstrated ability to ensure organizational compliance and promote fair and ethical practices.

Strong competence in HR data analytics, metrics, and reporting, with proven ability to utilize insights to identify workforce trends, evaluate P&C initiatives, and make data-driven decisions that support organizational goals.

Proficiency in HRIS software and analytical tools, with demonstrated experience in implementing modern HR systems, promoting integration and automation, and driving digital transformation to improve efficiency and accuracy in HR operations.

Experience in Contact Centres, large retail, or hospitality businesses is preferred, with demonstrated ability to thrive in fast-paced, dynamic environments while managing high workloads and adapting to changing business needs.

Degree in Human Resources or a related field, or commensurate industry experience demonstrating equivalent knowledge and capability in P&C leadership.

Requirements

Professional Associations

Membership of FHR

Regulatory Compliance Requirements

Strong organization skills with a problem-solving attitude.. Excellent written and verbal communication skills.. Attention to detail.

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Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

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.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time

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.

Resilient Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Empathic Has the ability to understand somebody else's feelings or difficulties.

Extrovert Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.

Objective Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.

Realistic Shows concern for facts and reality, rejecting the impractical.

Team Oriented Enjoys being with others as part of a group or team.

Trusting Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

Decisive Reaches conclusions, promptly and firmly.

Disciplined/Systematic Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.

Flexible/Adaptable Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.

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

Initiative Takes action and makes decisions without the help or advice of other people.

Well organised Controls tasks in a well thought out and critical manner.

How To Apply

All applications to be submitted via the below link. <https://jobs.hrmonise.com/details/4422/centrecom-fiji/head-of-people-culture-suvaJan2026>

Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information:--

Closing Date: 08 Feb 2026