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## Position Description

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Vacancy Title: **HR Operations Lead**

Location: **Nadi**

Reports To: **Manager PODC**

### Objective

The role is responsible for ensuring the effective integration and delivery of HR operational services across Fiji Airports, supporting organisational performance through compliant workforce practices, workforce capability development, effective employee and industrial relations, and proactive management of people-related risk. The role contributes to a consistent and positive employee experience while providing strategic workforce advice and supporting organisational decision-making. This role reports to the Manager People, Organisational Development & Culture.

### Outcomes

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#### Organisational Stakeholders

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##### 1. HR Operations Leadership

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- HR operational services delivered consistently across the employee lifecycle, supporting organisational objectives and workforce requirements.
- Organisational people strategies translated into disciplined, compliant, and high-performing workforce practices.
- Service continuity maintained across all business units through effective prioritisation and management of competing demands.
- Leadership capability strengthened through coaching, guidance, and constructive performance support provided to HR team members.
- Continuous improvement initiatives implemented to enhance HR service delivery, governance, efficiency, and workforce responsiveness.
- Operational stability maintained within a dynamic environment involving multiple stakeholders, competing priorities, and regulatory obligations.
- Sound judgement exercised in the resolution of complex and high-risk HR operational matters.

##### 2. Employee & Industrial Relations

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- Positive employee and industrial relations outcomes achieved through fair, consistent, and legally compliant workforce practices.
- Complex employee relations matters, investigations, grievances, misconduct cases, and disputes effectively managed and resolved.
- Compliance maintained with employment legislation, collective agreements, industrial instruments, and organisational policies.
- Productive relationships maintained with trade unions, employee representatives, management, and employees.
- Leadership capability strengthened through coaching and advisory support on employee and industrial relations matters.
- Collective bargaining activities supported through effective preparation, analysis, documentation, and implementation.
- Organisational risk minimised through timely and balanced resolution of sensitive workforce issues.
- Sound judgement exercised in matters involving legal, operational, and reputational implications.

##### 3. Workforce Governance & Recruitment

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- Recruitment and onboarding activities aligned with workforce planning priorities, capability requirements, and succession objectives.
- Governance, fairness, equity, and compliance maintained across recruitment, selection, and appointment processes.
- Workforce capability gaps identified and addressed through targeted and evidence-based interventions.
- Attraction and retention risks identified, assessed, and mitigated.
- Recruitment recommendations, remuneration alignment, and appointment documentation quality assured.
- Sustainable workforce capability strengthened across operational, technical, and leadership functions.
- Workforce insights utilised to support informed workforce planning and organisational decision-making.

##### 4. Risk, Compliance & Organisational Assurance

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- People-related legal, industrial, operational, and reputational risks identified, assessed, and mitigated.
- Compliance maintained with labour legislation, industrial instruments, organisational policies, Human Capital Management systems, and audit requirements.
- Governance requirements met through effective documentation, controls, and workforce assurance practices.
- Organisational readiness maintained for audits, disputes, investigations, and external reviews.
- Workforce risk insights communicated through accurate reporting, analytics, and governance briefings.
- Executive reports, workforce analytics, and governance papers delivered accurately and within required timeframes.
- Commercially focused decision-making applied to workforce risk and organisational assurance matters.

##### 5. HR Advisory and Leadership Support

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- Strategic workforce advice provided to Executive Management and organisational leaders to support informed decision-making.
- Workforce risk management priorities supported through proactive advisory and influencing activities.
- Productive stakeholder relationships maintained across all levels of the organisation.
- Open communication and collaboration promoted across business units, employees, and external stakeholders.
- Organisational objectives supported through balanced consideration of workforce, operational, industrial, and business requirements.
- Professional credibility and trust maintained through integrity, transparency, and consistent decision-making.

#### 6. Teamwork & Professionalism Upheld

- Professional conduct consistently maintained with internal and external stakeholders.
- Positive working relationships maintained across teams, departments, and operational locations.
- Collaboration promoted to support organisational objectives and cross-functional delivery.
- Organisational policies, procedures, and professional standards upheld.
- Responsibilities carried out diligently, ethically, and professionally.
- Integrity, accountability, confidentiality, and sound judgement consistently demonstrated.
- Flexibility and responsiveness demonstrated through support of organisational priorities across all airport locations.

#### 7. FA's image and value standards demonstrated and promoted

- Fiji Airports' image, reputation, and values consistently demonstrated through day-to-day behaviours and decision-making.
- Organisational values promoted and reinforced through leadership actions and stakeholder interactions.
- Positive representation of Fiji Airports maintained with employees, unions, government agencies, and external stakeholders.
- A culture of professionalism, fairness, accountability, and service excellence actively supported.
- Team members encouraged and supported to uphold organisational values and behavioural expectations.
- Leadership behaviours contributing positively to employee engagement, organisational culture, and workforce performance.

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
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.
Communication	Exchange information through verbal communication
<b>Customer</b>	
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
<b>People</b>	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Team Orientation	Work in a team towards a common aim.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Degree	Human Resources, Other related discipline, Business Management or Business Administration or related fields, Industrial Relations	or a related discipline.
<b>Preferred</b>		
Post Graduate Diploma	Human Resources, Industrial Relations	or a related discipline.
<b>Desirable</b>		
Masters Degree	Business Administration	

## Work Knowledge and Experience

Minimum 10 years' progressive Human Resources experience in senior leadership roles.

Extensive experience across the full employee lifecycle, including HR Operations, Employee Relations, Industrial Relations, and Recruitment.

Demonstrated experience providing expert advice on complex employee relations matters, including performance management, misconduct, investigations, grievances, and dispute resolution.

Proven experience leading or coordinating HR operational functions and managing competing priorities in a complex organisational environment.

In-depth knowledge of employment legislation and labour laws.

In-depth knowledge of industrial relations frameworks, collective bargaining processes, and union engagement practices.

Knowledge of workforce risk management, people analytics, audit readiness, and governance reporting requirements.

Strong negotiation, influencing, and conflict resolution capability.

Excellent communication, stakeholder management, and interpersonal skills with the ability to build effective working relationships at all levels.

Strong analytical, problem-solving, and decision-making capability, including the ability to assess risk and provide practical recommendations.

Proficiency in Microsoft Office Suite and HR Information Systems (HRIS/HCM).

## Requirements

### Language Proficiency

Excellent command of English

### Professional Associations

Membership of appropriate Professional Institution

### Regulatory Compliance Requirements

Police Clearance

## Other Required Statements

No other required statements found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	Executive Management and Board of Directors	
	General Managers and Senior Leaders	
	HR Team (Recruitment, ER, IR)	
	All staff across business units	
<b>External</b>		
	Trade Unions	
	Government Ministries and regulatory bodies	

## 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.
- Integrity: Adherence to moral and ethical principles; soundness of moral character; honesty.
- Resilient: Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

### Interpersonal Styles

- Objective: Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
- Perceptive: Shows keen insight and understanding of issues or situations.
- Trusting: Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

### Thinking Styles

- Analytic: Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
- Decisive: Reaches conclusions, promptly and firmly.
- Disciplined/Systematic: Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.

## How To Apply

Applications must be submitted through the Maxumise Job Portal using the link provided, as only online applications will be accepted. Applicants must include a CV and

a cover letter that clearly addresses the critical competencies required for the role, along with the contact details of three recent work-related referees. Only shortlisted applicants will be contacted.

## Contact for Enquiries

Contact Name: Leonarda Patterson

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Further Contact Information: Maxumise: +679 330 3137 or +679 773 3137, or email [jobs@maxumise.com](mailto:jobs@maxumise.com)

**Closing Date: 28 Jun 2026**