

Job Description

Position : **Administrator and Human Resource Executive**
Reporting to : **Executive Director**

Organization's Background:

Global Shepherds Berhad is a non-profit organisation that offers shelter, counselling and support services to women who are experiencing sexual gender-based violence, and those who are human trafficking survivors, asylum seekers, refugees, and migrant workers. The organisation is also involved in advocacy work, regularly highlighting to policymakers the need for reforms that address the plight of women and children at risk.

General Position Summary:

The role of the Administrator and Human Resource Executive is to be responsible for the general administrative and HR duties in support of operations at Global Shepherds Headquarters in the spirit of Global Shepherd's Vision, Mission and Core Values.

Policy Statement: Global Shepherds Berhad does not tolerate sexual exploitation and abuse, any kind of harassment, including sexual harassment, and discrimination. All staff of the organisation will receive annual training and be provided sufficient information on this company policy to ensure strict compliance.

Roles and Responsibilities:

a. Administration

- Attend to all reception duties relating to the office, for example attending to visitors, answering the phone, receiving and dispatching documents etc.
- Maintenance of proper filing and record systems for all administrative matters.
- Handle procurement and replenishment of all office stationery and supplies.
- Attend to administrative work relating to special of yearly events for example conference etc
- Oversee the facilities management and maintenance of office equipment and liaise with contractors/suppliers for servicing/maintenance /repair of equipment when necessary.
- Assist with preparation/compilation of documents for Board Meetings.
- Liaise with Company Secretary on matters relating to Board Meetings, Resolution etc.

b. Human Resource

i. Policies & Statutory Requirements

- Work with Executive Director to strategically plan and develop HR initiatives/policies that will benefit the organisation and encourage more efficient and beneficial work from employees.
- Understand and ensure compliance to all pertinent statutory labour laws.
- Keep employee handbook current and educate Team Leaders on company policies.

ii. Recruitment

- Assist Team Leaders with sourcing applicants for new/replacement positions(includes placing ad, short listing applicants etc)
- Recruit, screen and coordinate interviews for new hires following all HR processes and procedures.
- Issue appropriate letters of appointment, employee confidentiality agreement etc.
- Ensure induction training conducted for new employees.

iii. Compensation and Benefits

- Administer or change benefits, health plans, retirement plans etc. when there is staff movement.

iv. Payroll

- Responsible for processing of monthly payroll for all employees which include the following: -
- Verification of overtime claims submitted by centres.
- Verification of monthly salary remuneration submitted by centres and preparation of monthly salary remuneration listing for Global Shepherds Berhad by the 25th of every month or by the required date during festive period when salary is paid earlier
- To ensure all statutory payments are updated correctly on respective sites and payment made by due dates.

v. Insurance

- Update insurance brokers on changes in insurance coverage when there is staff movement.
- Assist employees to submit insurance claims.

vi. Records

- Organize, maintain and update employee HRIS information as needed.
- Ensure staff files are kept up to date.
- Ensure that all employee records are filed in their personal files.
- Monitor and file leave records of HQ staff (annual leave, medical leave, unpaid leave, replacement leave etc). Verify and file leave records submitted by centres and ensure leave utilization is updated correctly.

vii. Donations

- Ensure that all donations, in cash or kind, are recorded and acknowledged in writing to the benefactor.
- Maintain record of donors.

vii. Email

- Set up of new email accounts and suspend accounts when staff leave.
- Redirecting emails/documents to superior/designated person when staff leave.

viii. Performance Appraisal

- Review current process of Performance Appraisal (Annual & Probation)
- Prompt the Team Leaders when employees due for confirmation, renewal of contract etc.
- Develop plan to monitor and assist employees who need to be put on the Performance Improvement Plan when there are performance concerns.
- Advise and guide Team Leaders on procedure when disciplinary action needs to be taken.

c. HR Management

- Attend to employee complaints and work to resolve conflicts.

d. Public Relations

- All matters pertaining to the Media must be directed to the Executive Director.

e. Confidentiality

- At all times, ensure and maintain confidentiality of the Centre/Shelter and the Clients' information and documents.

f. Any other duties and responsibilities

- Any other duties assigned by the Executive Director.

This Job Description is subject to review as and when deemed necessary by the Management of Global Shepherds Berhad.