

EMPLOYMENT OPPORTUNITY:

People and Organisational Development Officer (Human Resource Officer)

3 YEAR CONTRACT

Job Objective

To provide accurate, responsive and confidential human resource support across the employee lifecycle and assist the Director, Finance and Administration in implementing approved people policies, workforce initiatives and organisational development activities. The People and Organisational Development Officer maintains reliable employee records and people data, coordinates recruitment and development processes, supports employee relations and helps improve the consistency and efficiency of people operations.

Qualifications and Experience

- Bachelor's degree in Human Resource Management, Management, Business Administration, Industrial Relations, Psychology or a related discipline.
- Minimum three years' relevant experience in human resource administration or a generalist HR role.
- Working knowledge of recruitment, employee records, performance management, learning administration and employee-relations support.
- Working knowledge of employment legislation and workplace obligations in Trinidad and Tobago.
- Proficiency in standard office applications and experience using an HR information system or digital employee-record system.
- Professional certification in Human Resource Management or Knowledge Management will be an asset.
- Demonstrated ability to maintain confidentiality, manage competing priorities and produce accurate work with limited supervision.

- Knowledge of ISO 30401 Knowledge Management Systems will be an asset.
- Demonstrated commitment to continuous professional development and the ability to rapidly acquire and apply emerging management and digital practices will be an asset.
- An equivalent combination of relevant education and practical human resource experience may be considered.

Duties and Responsibilities

KEY RESULT AREA 1: RECRUITMENT, ONBOARDING AND EMPLOYEE LIFECYCLE (DUTY WEIGHTING = 25%)

- Coordinate approved recruitment and selection activities, including advertisements, applicant records, interview arrangements, references and candidate communication.
- Prepare recruitment documentation and draft appointment, contract, variation, confirmation and separation correspondence for review and approval.
- Coordinate onboarding, induction, probation reviews, transfers, promotions and off-boarding activities.

- Maintain current job descriptions, organisational charts, establishment records and position information.
- Ensure that employee-lifecycle transactions are complete, properly approved, accurately recorded and communicated to relevant functions.
- Provide timely guidance to employees and managers on routine people processes and refer complex matters to the Director.

KEY RESULT AREA 2: HR ADMINISTRATION, RECORDS AND EMPLOYEE SERVICES (25%)

- Maintain complete, accurate, secure and confidential personnel files and electronic employee records.
- Administer leave, attendance, benefits, employee-status changes and other routine people records in accordance with approved policies.
- Prepare and verify employee information required for payroll, benefits, pension, insurance and statutory reporting and coordinate corrections where necessary.
- Maintain HR calendars, trackers, forms, templates, correspondence and standard operating procedures.
- Respond to employee requests for routine HR information, letters and records within approved service standards.
- Protect personal information and ensure that HR records are retained, accessed and disposed of in accordance with approved requirements.

KEY RESULT AREA 3: PERFORMANCE, LEARNING AND WORKFORCE (20%)

- Coordinate performance-planning, mid-year review, appraisal and probation processes and track completion and quality issues.
- Maintain training-needs, competency, certification, succession and development records.
- Coordinate approved training, learning and employee-development activities, including logistics, attendance, evaluation and reporting.
- Assist with workforce planning, succession planning, role reviews and competency framework implementation.
- Support employee engagement, wellness, recognition and culture initiatives and analyse feedback for improvement.
- Assist with the capture and transfer of critical role knowledge during onboarding, movement and separation.

KEY RESULT AREA 4: EMPLOYEE RELATIONS, POLICY AND COMPLIANCE (20%)

- Provide administrative and research support for employee-relations, grievance, disciplinary and workplace-concern processes.
- Maintain accurate case records, timelines, correspondence and supporting documentation while preserving confidentiality and procedural fairness.
- Monitor compliance with approved people policies, employment obligations and required employee documentation and escalate exceptions.
- Assist with the development, review and communication of people policies, procedures, employee guidance and standard forms.
- Support employee and manager awareness sessions on workplace policies, conduct, performance and people processes.
- Monitor relevant employment and workplace developments and provide research summaries to the Director.

KEY RESULT AREA 5: HR REPORTING, KNOWLEDGE AND PROCESS IMPROVEMENT (10%)

- Compile accurate people metrics and periodic reports on establishment, recruitment, turnover, leave, performance, learning, engagement and employee relations.
- Maintain action trackers and prepare information required by the Executive Director and HR/IR Committee.
- Use approved digital systems and tools to improve HR workflow, record accuracy, service responsiveness and reporting.
- Document recurring issues, lessons and process knowledge and recommend practical improvements.
- Participate in departmental planning, risk monitoring, projects and cross-functional initiatives.
- Perform other related duties of a comparable level as assigned by the Director.

Competencies

- **Human resource administration:** Applies sound knowledge of employee-lifecycle processes, records, policies and routine employment requirements.
- **Confidentiality and integrity:** Handles employee and organisational information with discretion, impartiality and appropriate care.

- **Planning and organisation:** Manages multiple deadlines, records and follow-up actions accurately and consistently.
- **Customer service:** Provides responsive, respectful and practical support to employees, managers and candidates.
- **Communication and interpersonal skills:** Communicates clearly, listens actively and handles sensitive interactions with tact.
- **Attention to detail:** Produces accurate records, correspondence, reports and transactions and identifies inconsistencies before completion.
- **Analytical and reporting skills:** Compiles and interprets people data and presents clear information for decision-making.
- **Digital proficiency:** Uses HR, document, spreadsheet and collaboration systems effectively and responsibly.
- **Teamwork and collaboration:** Works constructively with the Director, managers, employees and support functions.
- **Continuous learning and curiosity:** Demonstrates intellectual curiosity and a commitment to continuous learning by seeking new knowledge, embracing emerging technologies and adapting quickly to changing organisational and external environments.
- **Adaptability and innovation:** Anticipates change, embraces new ideas, leads through uncertainty and applies innovative approaches to improve organisational performance.
- **Digital proficiency:** Uses digital tools and data responsibly to improve service delivery, collaboration, control and decision-making.

Authorities

The incumbent is authorised to:

- Access employee records and people data required for assigned duties, subject to confidentiality and access controls.
- Coordinate approved recruitment, onboarding, performance, learning and employee-service processes.
- Prepare HR correspondence, reports, forms and recommendations for review and approval by the appropriate authority.
- Request missing information and follow up with employees and managers to complete required HR processes.
- Escalate policy breaches, employee-relations concerns, data issues and overdue actions to the Director.
- Recommend improvements to HR procedures, forms, records, systems and service standards.

Candidates should submit cover letter, résumé and names and email addresses of three referees by **October 21, 2026** to **vacancy-podo@actt.org.tt**

Unsuitable applications will not be acknowledged.
The Accreditation Council of Trinidad and Tobago is an Equal Opportunity Employer.