

National Recovery Program Bureau

TERMS OF REFERENCE

For

Individual Consultant (18 months) -Time-based

Human Resources Assistant

Background

Following the devastation caused by hurricanes Irma and Maria in September 2017, the Government of Sint Maarten embarked on a large-scale recovery and reconstruction program, based on the principle of building back better.

Since January 2018, the World Bank is assisting the Government of Sint Maarten. A significant part of Sint Maarten's ongoing recovery and reconstruction program is financed through a Trust Fund financed by the Netherlands, managed by the World Bank and implemented by Sint Maarten.

To support the implementation of the Trust Fund, the Government of Sint Maarten established the National Recovery Program Bureau (NRPB), which serves as the Project Implementation Unit (PIU) for the Government of Sint Maarten.

Role of the Human Resources Assistant

The Human Resources Assistant Consultant (hereinafter referred to as "HR Assistant" or "the Consultant") will be responsible for administrative tasks and services to support effective and efficient operations of the organization's human resource department.

Key Duties and Responsibilities

Under the direction of the Human Resources Officer (hereinafter referred to as "HRO") of the NRPB, the HR Assistant is expected to perform the following tasks:

- Maintains accurate and up-to-date human resource files, records, and documentation.
- Coordinate communication with candidates and schedule interviews
- Answers frequently asked questions from applicants and employees relative to standard policies, hiring processes, etc.; refers more complex questions to appropriate senior-level HR staff or management.
- Maintains the integrity and confidentiality of human resource files and records.
- Performs periodic audits of HR files and records to ensure that all required documents are collected and filed appropriately.
- Provides clerical support to the HR department.
- Conducts or assists with new hire orientation.

- Ensures a complete orientation package is in place.
- Single point of contact for Immigration/Visa clearances for international staff, including the timely submission of the applications
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations etc.)
- Support in organizing internal and external HR events.

In general, perform other tasks as assigned by the HR Officer and the other HR team members.

Contractual Arrangements. Duration of the Assignment and Performance

The start date of the contract will be March 2023 or soon thereafter. The contract's duration will be 18 months, renewable on an annual basis until the closing date of the Trust Fund, based upon satisfactory performance and organizational needs. The successful candidate is expected to work full time within Philipsburg, Sint Maarten except where situations demand travel outside the project area.

The HR Assistant is expected to perform the above-mentioned tasks on an ongoing basis during his/her assignment's term.

Qualification requirements

Minimum Requirements

- Associate degree in Human Resources, Management and Public Administration, or other relevant related field
- Minimum 2 years of experience in HR administration roles
- Excellent verbal and written communication skills.
- Excellent interpersonal skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.
- Excellent organizational skills and attention to detail.
- Proficient with Microsoft Office Suite or related software.

Preferred Experience and skills

- Knowledge of Sint Maarten Government is an advantage.
- Experience in drafting HR internal communications
- Experience in event planning and organization
- Experience in filing and archiving.
- Proficiency in Dutch

Strategic Competencies – brief description

NRPB as an organization is committed not only to WHAT we must achieve but also to HOW we are going to reach our objectives. Therefore, for this position we are looking for a profile that displays the following competencies:

Professional Acumen - Beginner Level

- Solicits input in gathering data that helps identify and differentiate the symptoms and root causes of defined problems.
- Performs tasks according to quality and output standards.
- Solves problems and escalates issues with suggestions for further investigation and options for consideration as required.

Looking at the bigger picture – Strategic outlook – Beginner Level

- Aligns current work and activities with the NRPB's strategic goals.
- Acts on and implements strategies and policies in accordance with the NRPB's strategic goals.
- Comprehends operational and organizational goals and direction.

Leading myself and the others – Beginner Level

- Listens actively to identify potential challenges or solutions.
- Demonstrates adaptability, flexibility, and initiative.
- Serves as a team member for passing down projects.
- Demonstrates self-control and recognizes own pressure points.
- Acknowledges need for and seeks out the appropriate training and/or coaching.
- Volunteers to undertake tasks that stretch abilities.

Respect for diversity - Intermediate level

- Treats all individuals with respect.
- Responds sensitively to differences and encourages others to do the same.
- Shows flexibility in changing the styles when faced with multiple dimensions of culture to be effective across cultural contexts.
- Understands multiple cultural frameworks, values, and norms.

Successful Communication – Intermediate level

- Explains issues clearly and succinctly.
- Writes clearly and succinctly in standard communication settings and styles.
- Can clearly identify the subject and state the purpose of the communication.
- Communicates with impact as well as with empathy.
- Remains calm when dealing with conflicts; shows empathy.

Relationship Building. Consultation and Collaboration – Intermediate level

- Shares information and readily determines to whom to go for relevant information.
- Seeks assistance and feedback in the problem-solving process.
- Fosters teamwork
- Initiate collaboration on projects or methods of operating



- Demonstrates understanding of the impact of own role on all partners and always puts the end beneficiary first.

Courage and Integrity – Intermediate level

- Maintains general knowledge of ethics, laws, regulations, standards that may impact the organization.
- Reinforces difficult decisions that align with the organizational strategies and goals.
- Enforces policies consistently.
- Influences others to behave in an ethical manner.
- Takes immediate action regarding reports of unethical behaviors or conflict of interest.

How to Apply?

Interested consultants can send their CV by email ONLY to the email address stated below. In the subject line, clearly state the position in the title of this ToR.

Before you proceed to apply, please consider the following requirements:

- Upon selection for an interview, applicants will be requested to produce evidence of the educational and professional qualifications pertaining to the minimum requirements. References may be asked for.
- Applicants may also be subject to satisfactory background checks.

Applicants should ensure that their CV is received by **February 2, 2024, at 17:00 AST**. Any CV coming in after this date and time may not be considered.

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jobopportunity@nrpbsxm.org

The CV should clearly show the relevant experience and competencies outlined in the terms of reference above.