

Job Title	Human Resources Coordinator		
Directorate or Region	Americas	Department/Country	Mexico
Location of post	Mexico City	Pay Band	H
Reports to	Human Resources Business Partner – North	Duration of job	Open ended

**Purpose of job:**

To manage the delivery of the overall Human Resources operations services for the British Council in Mexico carrying out a wide range of duties that run from HR administrative tasks to advising line managers and staff in accordance with British Council values.

**Context and environment:**

The British Council is the United Kingdom's international non-profit organization for cultural relations and educational opportunities. For 80 years, we have created international opportunities and trust between people of the UK and other countries worldwide through our work in the Arts, English, Education and Society. With offices in over 100 countries, we create opportunities for millions of people to learn, share and connect.

Mexico is an important commercial, cultural and educational partner for the UK. We deliver a large portfolio of local and in some cases regional (the wider Americas) projects in English, Education, Arts and Society, working with a wide range of national, state and city governments as well as the private sector and NGOs. The Dual Year of UK and Mexico 2015 has considerably raised our profile here and we need to consolidate on this. We also operate a Teaching Centre for adults and young learners both in our Teaching Centre in Polanco but also in companies around the City. This includes General English, Exam Preparation (IELTS and Cambridge ESOL), Business and Teacher Training (TKT & ICALT) courses as well as Professional Skills and IELTS preparation short workshops. Our aim is to consolidate and deepen our brand as a leading provider of education and training solutions. This means that we are always seeking partners to work with and new sources of income to support our projects, whilst opening up markets for the UK.

***Accountabilities, responsibilities and main duties:***
**Accountabilities**

*Provide first class HR services to staff and line managers following British Council's values, Child Protection Equality, Diversity and Inclusion and all other relevant corporate policies.*

**Responsibilities**
***HR Administrative processes***

- Issue, request and proper filling of hiring documents, following up on signatures and filling hard copies and electronic files (Terms and Conditions, letters of appointment, promotions, payslips, staff hiring documents, training certificates, etc)

- Manage and update HR databases i.e. Global Database.
- Produce and maintain HR databases and records as and when required.
- Coordinate payroll processes, liaising with payroll provider. Responsible for consolidating data on payroll amendments on a fortnight basis including reimbursement of medical claims and all pay related changes. 000
- Liaise with payroll provider and oversee staff enrolment and departure processes IMSS, INFONAVIT, FONACOT, etc.
- Ensure new employees receive Induction Packs and associated information on their first day of employment, follow up with line managers completion of onboarding checklist
- Ensure leavers complete exit checklist and departure processes on time before termination date.
- Keeping updated and available to staff organisational charts.
- Coordinate the Internship Programme. Signing agreements with universities and keeping them up to date and legally compliant. Issuing letters to interns and keeping records of internship hours, new joiners and leavers.
- Manage self-insurance collecting medical claims, liaising with consultant for approvals and follow up rejections and reimbursements, as well as filling of documents following strict data privacy measures.
- Raise all HR related purchase orders and take an active role in tendering processes for HR suppliers.

#### *Advisory*

- Advice line managers and team leaders on terms and conditions of employment, local labour law and British Council HR policies.
- Provide first line advice on terms and conditions of employment as well as current and existing benefits for employees and managers.
- Provide advice on recruitment and selection. Liaising with the Regional Resourcing Team and co-ordinate recruitment and selection processes
- On ad-hoc basis provide advice and support on immigration matters, -renewals, changes- for non-teaching staff who have or require working visas.
- To be the main point of contact for staff HR, contractual, benefits and payroll enquires.
- Support the annual performance evaluation process providing guidance to line managers and manages

#### *HR compliance*

- Implement, action and comply with internal/external auditor's recommendations for all HR related processes
- Ensure our HR processes and activities are compliant with local legal regulations and corporate policies.
- Payroll and other employment statutory payments are calculated and dealt with on a timely fashion and in compliance with local regulations.
- British Council's financial procedures, guidelines and timeframes are followed
- HR records and personnel files are updated and safe warded appropriately following data protection policies.
- Coordinate and follow up completion of staff mandatory training, keeping records of expiration

dates and subsequent follow up with staff and line managers.

**Support Implementation of in-country, global and regional HR initiatives and projects.**

- Provides support with implementing Staff Survey Action Plan ensuring improvements in results year on year, monitoring and evaluating impact across the office.
- Support implementation and delivery of HR projects such as HRIS system (MyHR), Shared Services, and other change programs.
- Organise special wellbeing and promotional events (workshops and vendors visits)

**Key relationships: (include internal and external)**

**Internal:** Country Director, Finance and Resources Teams, Management Team, All staff, EDI committee, Local Staff Association, Regional HR Director, Regional Resourcing Team, Performance Management, Talent and L&D leads, HR Centre of Expertise.

**External:** local authorities, British Embassy HR staff, legal advisor, payroll provider, vendors and HR suppliers.

**Other important features or requirements of the job**

Unsocial hours and weekend work may be required occasionally

Please specify any passport/visa and/or nationality requirement.	Right to work in Mexico
Please indicate if any security or legal checks are required for this role.	Yes. Police and background checks required

**Person Specification:** This section sets out the selection criteria used for short listing. These criteria are classed as either essential or desirable. Essential criteria are always used in assessment.

	Essential	Desirable	Assessment stage
<b>Behaviours</b>	Connecting with others – more demanding Working together – more demanding Being Accountable – more demanding Making It happen – most demanding	Creating shared purpose – essential  Shaping the Future - essential	Interview
<b>Skills and Knowledge</b>	Communicating and Influencing – level 2 Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people	<b>Managing Finance and Resources – level 2</b> Uses financial systems and processes. Uses corporate financial systems and processes appropriately as part of	Interview

	<p>/ audiences</p> <p><b>Analysing data and problems – level 1</b> Is systematic. Breaks down problems into a list of tasks to be done and decides on appropriate action.</p> <p><b>Planning and Organising – level 1</b> Is methodical. Able to plan own work over short timescales for routine or familiar tasks and processes.</p>	the job and on behalf of a team.	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Three years proven experience in Human Resources generalist roles</li> <li>• Numerical ability – analysing spreadsheets and data, basic payroll calculations.</li> <li>• Proven knowledge of Mexican Labour Law, IMSS and other relevant employment laws.</li> <li>• Knowledge of key Human Resources functions.</li> </ul>		Short listing and Interview
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Ability to operate in Spanish (both written and spoken) at a business level. Non-native speakers of Spanish should demonstrate a B2 level CEF</li> <li>• Ability to operate in English at CEF level B2</li> <li>• University degree in human Resources or related area is desirable</li> </ul>		Short listing and interview

<b>Submitted by</b>	Regional Human Resources Business Partner (North)	<b>Date</b>	December 2018
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