



JOB DESCRIPTION: P&C (People & Culture) Administrator

Job Title : P&C Administrator
Organisation : Greenpeace International (GPI)
Department : People & Culture
Reports to : P&C Admin Team Lead
Grade : TBC
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Purpose of the job

The mission of the P&C department is to lead and drive the development and implementation of people related strategies in close alignment with organisational strategies at a global and GPI level. A significant part of the P&C department's reputation is built on efficient administrative processes and to be able to solve complicated administrative issues that arise as a result of operating in a global context and differing jurisdictions.

The GPI P&C Administrator team in particular is responsible for several key people processes (Service Level Agreements) that require diligent oversight to ensure successful completion, such as onboarding of new employees, staff job changes or relocations, applying for permits, tax queries, supporting the Finance team during budget cycle, and supporting the outcome of change initiatives (Advice Requests).

As a P&C Administrator you are the first contact point to all staff and managers on routine HR issues and questions. You will deliver high quality administrative HR services to P&C Partners, managers and employees, as well as managing/ developing processes related to leave registration, relocations, management reporting, sickness and health, administrating employee data and budgeting within a globally dispersed GPI.

Main responsibilities

1. First line of support

As a P&C Administrator you are the first contact point to all staff and managers on routine P&C issues and questions.

- Manage the hr.int@greenpeace.org ticketing system and other forms of communication (e.g. Slack), answering questions on various issues (e.g. compensation & benefits, HR system issues, HR processes, sick leave, and staff global mobility). When questions are more complex liaise with the P&C Admin Team Lead and/or HR Partner. The follow-up should be done according to the Service Level Agreement and with a focus on stakeholder delivery.

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- Be responsible for the content of the GPI P&C Greennet pages, by proactively adjusting and maintaining them in line with changes in legislation, HR Policies, or ways of working.

2. HR Administration

- Manage complete HR administration of the employee lifecycle, including the administration of GPI staff (based in Amsterdam and based in National & Regional Organisations (NRO)), freelancers, interns, volunteers and the Board members.
- Ensure correct registration of sickness and absence (maternity, unpaid leave, vacation days, special leave) and perform regular analysis. This includes liaising with the Health & Safety Provider and External Insurance Companies in case of adjustments.
- Give support on overall HR administration (creating purchase orders, checking of invoices, reimbursement requests, organisation chart update, drafting contracts, letters, forms, etc). This includes advising new employees on Greenpeace International benefits, policies and procedures within the guidelines of our HR manual and approved policies and procedures. This also includes coordinating individual staff on-boarding and off-boarding procedures, in order to ensure necessary regulations are followed.
- Keep personnel databases and files up-to-date (both paper and electronically). This includes reviewing the documents regularly to ensure GDPR compliance.

3. Salary & benefits administration

- Register and process personnel benefits and periodical payroll mutations for both staff and Board members, ensure that all payroll monthly check steps are reviewed before the payroll is processed and finalised by P&C Admin Team Lead and external payroll provider.
- Main point of contact within and outside the organisation for administrative purposes related to personnel benefits and insurances this includes but is not limited to pensions, NS, Collective Health Insurance, bike plan and gym.

4. National and Regional Organisations (NROs) Case Manager

- Be the assigned contact for NROs and liaise with the NRO P&C representative regularly for any employment related matters. This includes drafting Global Mobility agreements and calculating related financial aspects. In case of more complex issues, the role of the P&C Admin is then to escalate to the P&C Admin Team Lead and/or HR Partners and ensure the cases are coordinated and followed up properly with the related stakeholders.
- Ensure the shared database and current tracking knowledge tool on compensation & benefits on GPI staff based in particular NRO are updated regularly in collaboration with NRO P&C representatives.

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5. Secondment and Relocation

Coordinate secondments involving relocation of staff incoming to the Netherlands and outgoing to NROs based outside Netherlands, in order to ensure employees from abroad can start their job responsibilities as soon as possible after arrival. This includes but is not limited to:

- Contact with our relocation and housing agent, as well as arranging (work and residency) permits and 30% ruling applications according to Dutch labour and tax law.
- Advice to and enrollment of secondees for International Health Insurance and other voluntary insurances.
- Coordination of annual tax returns in collaboration with an external tax provider, the Secondee and the NRO.

6. Reporting

- Provide reporting from the system as required and able to adjust as per requests. Ensure that information in the system is accurate and consistent to ensure high quality report.
- Provide bi-yearly HR metrics for GPI workforce, in collaboration with the Recruitment team and HR Partner.

7. Process improvements & P&C Projects

- Assist in the development and implementation of administrative procedures, participate in HR projects, and help to update internal policies (e.g., Review HR Manual, Absenteeism management, Onboarding/Offboarding, etc.) to make sure that Dutch and International Legislation is implemented properly and resulting in consistent and efficient daily operations within the P&C unit.
- Support P&C Admin Team Lead in collaboration with the Finance unit in the Staff Budget process for GPI, including coordinating data collection with P&C representatives in NROs and supporting HR Partner and Budget Holders in workforce costs planning.

Skills & Competencies

Skills

- Previous experience in a HR administration / HR Assistant role in a complex International Organisation providing a frontline service to stakeholders.
- Working towards professional HR accreditation (preferred) or able to demonstrate relevant equivalent experience.
- Experienced in and good understanding of HR Information Systems (i.e. AFAS/SAP)
- Excellent interpersonal and communication skills.

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- Experience of using MS Office suite and G Suite applications.
- Demonstrate an eye for detail
- Strong organisational, time management and proactive follow-up skills
- Excellent communication skills in English and Dutch (verbal and written is preferable), with the ability to provide clear and effective HR advice.
- Proficient Understanding of Dutch employment law

Competencies

- **ENERGY** symbolises our personal values and our integrity. It is derived from our openness and inclusiveness, our authenticity, our humility, a global mindset and above all a **SOLUTIONS ORIENTED ATTITUDE**– where others see problems or pitfalls we see the opportunity to make a difference.
- **ENERGISE** reflects our **PEOPLE (CUSTOMER) FOCUS** and our ability to build and maintain strong interpersonal relationships, developing and maintaining effective collaborations in order to influence stakeholders, to encourage effective communication and foster teamwork.
- **EDGE** marks how smart we are when adapting to change, it shows our willingness to take risks and **INNOVATE**. We see the bigger picture and seek creative ways to bring full awareness to critical situations.
- Our **EXPERTISE** helps us make sense of what is happening around us and to effectively capture and apply our insights to see things as they might be. **Knowledge Sharing** uses formal, informal and systematic methods to share information with others to increase organisational effectiveness.
- **EXECUTING** is making the right things happen by following through in a persistent and decisive manner. By being a **Role Model for Accountability and Straightforwardness** we will *Walk the Talk* combining a high sense of personal accountability whilst holding others accountable. We are courageous in our convictions and will stand and make ourselves heard when necessary.