

## ROLE PURPOSE

**Role Title:** HR Operations Specialist

**Division:** People & Organisational Development

**Location:** Philippines

**Date:** March 2026

**Employment type:** Full time, permanent

**Reports to:** Head of People & Organisational Development

**Number of direct reports:** None

**Leadership Band:** Leads Self

### Purpose of the role:

The **HR Operations Specialist** is accountable for providing high-quality, consistent and compliant HR operational support across the employee lifecycle. The role ensures the smooth delivery of core people processes across global HR operations, managing the HR workplan, supporting with data and reporting, supporting recruitment, onboarding, compliance, invoicing and system administration, while contributing to continuous improvement of HR processes and ways of working.

The role will also provide limited EA support to the People & Organisational Development Director.

The HR Operations Specialist will:

#### 1. Pre-employment & Compliance Operations

- Coordinate and complete end-to-end preemployment checks (including right-to-work, background checks and required documentation) in line with local and international legislative requirements.
- Ensure compliance with organisational policies and employment requirements across multiple countries, maintaining accurate and audit ready records.

#### 2. HR Administration & Record Management

- Manage and maintain the HR workplan to ensure projects are delivered on time and within scope.
- Support quarterly performance reporting and HR analytics
- Maintain accurate, confidential and well organised employee records, files and documentation.
- Support onboarding, offboarding and employee lifecycle changes through timely system updates and documentation management.
- Ensure HR filing practices align with data privacy and confidentiality requirements.

#### 3. Recruitment & Talent Acquisition Support

- Provide operational recruitment support as required, including shortlisting, candidate coordination and recruitment administration.
- Partner with People Partners and Talent team members to support efficient recruitment processes across regions and contribute to a positive candidate experience.

#### 4. Invoicing & Financial Administration

- Process and track HR related invoices, ensuring accuracy, timely submission and alignment with internal finance procedures.

#### 5. HR Systems & SAP Support

- Maintain and update HR systems, ensuring data accuracy and integrity.
- Support reporting, data entry and system queries, working closely with HR and Finance stakeholders.

#### 6. Process Improvement & Continuous Improvement

- Contribute to the review, documentation and improvement of HR operational processes to increase efficiency, consistency and quality across global operations.
- Support the implementation of improved ways of working within HR Operations, including designing and recommending changes to processes and technology interventions.

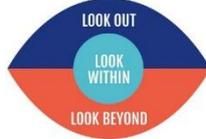
#### 7. General HR Support

- Provide responsive and professional HR operational support to employees, managers and People team members across regions and time zones.
- Undertake other tasks as requested by the manager in support of People & Organisational Development priorities.
- Provide Executive support to the Global Director, including managing meeting scheduling and critical tasks as delegated.

## Our Capabilities:

### As a member of The Foundation Family you will:

1. Live by the values of The Foundation and support The Foundation's culture, performance and brand.
2. Adhere to all The Foundation's policies and procedures.
3. Strengthen the health, safety and well-being of all/look out for the well-being.
4. Lead, collaborate and contribute in all interactions



## Essential Experience:

- Experience in HR administration or HR operations, ideally supporting multiple countries or regions.
- Experience coordinating preemployment checks, onboarding or employee lifecycle administration.
- Experience processing invoices or providing finance related administrative support.
- Experience using SAP or similar HR information systems.
- Experience providing Executive support and maintaining project plans.

## Skills:

- This role will suit someone who is both a doer, ensuring accurate administration as well as critical thinking and ownership of key HR functions, such as managing the workplan and project delivery.
- Strong attention to detail and high level of accuracy.
- Strong critical thinking, problem solving, and prioritisation skills.
- Ability to manage confidential information with discretion and professionalism.
- Well developed organisational and time management skills.
- Clear written and verbal communication skills.
- A process driven mindset with a focus on continuous improvement.
- Ability to work collaboratively with global stakeholders and across time zones.

## Desirable Experience:

- Experience providing Executive Assistant or senior leader administrative support.
- Experience working in a shared services or HR operations environment

## Qualifications:

Related Bachelor's Degree or 3-5 years' experience within a similar role

## Travel:

Nil

This role purpose defines the broad accountabilities of the positions, which may change based on organisational need. Please refer to the divisional, team and individual work plans for more specific detail

**The position involves:** This position is recognised as having "Contact with Children" either direct or indirect.

**Additional Responsibility:** Ensure that the work for which they are responsible is carried out in ways, which safeguard the health and safety of workers.

## To work in The Foundation, you will:

- Be eligible to work in the identified region this role is based in.
- Undergo background check including criminal records and qualifications check
- Undergo working with children check for positions that are identified as working with children.