

# HEAD OF HUMAN RESOURCES

## JOB DESCRIPTION

### Primary Objective of Role

The Head of HR is responsible and accountable for setting the HR strategy for the college and leading a team to individually and collectively deliver, whilst ensuring that the college operates to the highest levels of performance. This is whilst operating within the legislative framework of Qatar to ensure the optimum environment for all staff to thrive, deliver and develop within. This role is a key management / leadership role in the college and fundamental in setting the tone and environment for academic excellence within a safe and enjoyable environment.

The role is responsible for the entire spectrum of strategic and generalist HR activities from initiating and developing a college HR strategy, to setting reward principles and operationalising through effective payroll, policies and procedures. Leading a committed team to deliver the full remit of operational and tactical activities and ensuring HR policies and procedures are current, robust, clear, and consistently applied throughout the College.

A key responsibility will be ensuring all safer recruitment activity is followed across the College in accordance with best practice and that the SCR (Single Central Record) is always current and comprehensive.

**Reports to:** Chief Operating Officer

**Responsible for:** A team of 7 with a Deputy HR Manager, 2 HR Advisors, 2 HR Assistants and 2 HR Administrators.

### Safeguarding and promoting the welfare of students

- Incorporate the school's vision, mission, and core values into normal working practice.
- Be responsible for safeguarding and promoting the welfare of all students and members of the DC community.
- Follow the reporting procedure contained in the Child Protection Policy with regards to raising concerns about the welfare of any student.
- Always act in accordance with the school's policies and procedures, including but not limited to: the Standards of Conduct Policy; Health, Safety, Security and Environment Policy; and the Human Resources Policy Manual.



## Main Duties and Responsibilities

- Develop and deliver a college HR strategy, which meets the needs and demands of a market leading educational establishment.
- Oversee the delivery of a comprehensive people and organisation plan in support of the operational HR activities in line with the college HR calendar.
- Evolve the full suite of HR principles across, reward and recognition, recruitment and resources, training and development to ensure Doha College is a leading academic institution, which attracts, develops and retains the best in the market to support the students and the Colleges vision.
- Play a leading role in setting the tone and expected behaviours of the college to ensure an inclusive, engaging and collaborative environment.
- Oversee all applicable Ministry processes in relation to staff, in particular, but not limited to: Ministry of Labour, Ministry of Education and Higher Education, and Ministry of Interior. This is for tasks such as immigration and visa requirements, residency permits, and family sponsorship. Ensure all necessary licences are valid; support the Ministries' Liaison Officer with all processes as required.
- Ensure HR policies are fit-for-purpose and reviewed and updated annually, seeking clarification and advising the COO as required for changes, including the drafting and developing of new policies. Ensure compliance of all documentation with both Qatari Labour Law and HR best practice. Oversee the monthly payroll for all staff, ensuring correct payments are made and payroll changes are processed in a timely manner.
- Develop and maintain strong working relationships with all key stakeholder groups including the Board of Governors, SLT, Heads of Service and school leadership teams. Act as the HR representative and Secretary for the Staff Liaison Committee.
- Responsible for managing the HR budget to ensure all spend is within allocation and delivers the best effect in accordance with strategy, confirming budgetary requirements from key individuals and areas within the school.
- Manage and administer all employee compensation and benefits, including accommodation allowances, flight allowances, end of service gratuities, and other such benefits, ensuring compliance with policy and Qatari Law and that there is no duplication of benefits; manage also the annual medical insurance renewal in liaison with the Director of Finance.
- Interpret and advise on HR Policy providing guidance and support to all levels of leadership at the school, including to the Board of Governors on all HR related matters.
- Act as the trusted advisor to the Principal, COO, and leadership teams on key people management issues.
- Manage the workloads and outputs of the team, ensuring cross training to prevent disruption in the absence of individual staff members.
- Ensure the SCR is maintained, current, comprehensive, and fully in accordance with key safeguarding requirements at all times, liaising with the EDSL as appropriate for specific guidance. Ensure all other safeguarding responsibilities are fulfilled such as staff completing safeguarding training and safer recruitment training.
- Ensure comprehensive employee records are maintained and secured and that archiving or storing of documents is in accordance with retention timeframes.
- Deal with and advise on difficult and contentious employee issues, which may include disciplinary hearings, safeguarding investigations, and capability hearings.
- Oversee the contract renewal process and the issuing of new contracts and other associated documents such as Work Visas and Residency Permits.



- Provide HR data and reports to key stakeholders, including delivering presentations to the Board of Governors at scheduled meetings and answering any questions in response to queries.
- Lead the implementation of an HR Management Information System to automate processes and aid reporting.
- Oversee the recruitment process for all staff and perform recruitment tasks when necessary to aid the team; lead activity personally for senior posts.
- Responsible for all HR-related communication to employees such as Offer Letters, Contracts of Employment and Contract variations, in accordance with approved Lines of Authority.
- Manage the pay increment process in accordance with the Reward and Remuneration Policy.
- Survey, review, and suggest changes to employee remuneration with benchmark data to support recommendations made to ensure Doha College continues to maintain a competitive advantage and recruit the very best staff but ensure funds are not committed beyond requirement.
- Ensure Doha College meets its requirements under the Qatar Wage Protection Scheme.
- Manage the onboarding and induction process for all new staff. Suggest then implement changes as required, so staff have a very positive first impression and can immediately deliver value in post, with any training needs delivered and identified for future development.
- Manage the probationary period for all new staff and provide support to both managers and employees if expectations are not met.
- Obtain external legal advice for SLT on complex issues to ensure appropriate recommendations may be made for courses of action, minimising the risks at all times to Doha College.
- Oversee the termination of employment process, ensuring all appropriate actions are performed, from both an employer and employee perspective, in accordance with a clear and consistent clearance process.
- Oversee the Absence Management policy implementation for all staff, including all return-to-work actions.
- Manage Doha College's staff engagement survey.

#### Other Duties

- Any other duties that fit within the role as it is assessed and develops.

## Working Hours

Typical working hours would be 7.00am until 2.30pm, however the post holder will be expected to work flexible hours as may be necessary to enable the effective discharge of their professional duties and to meet the needs of the organisation. Specifically, this would include actions out of hours when the post holder is required to act or advise in relation to unexpected HR occurrences. Furthermore, it is reasonable to expect, as a Head of Service, that some additional hours will be required on a routine basis, but the tempo is reduced, as are the hours, out of term-time.

All staff may be required to attend work at DC during weekends or holiday periods throughout the year for purposes of training or other similar activity.

This role shall be entitled to holiday allocation aligned with support functions at Doha College.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a line manager to undertake work of a similar level that is not specified in this job description. This job description may be



amended at any time following discussion between the Principal or COO and member of staff, to be reviewed annually.

## Safeguarding

Doha College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening, including reference checks with previous employers and a criminal records check. Teaching staff will also be subject to a Barred List and Prohibition from Teaching Check. This post is exempt from the Rehabilitation of Offenders Act 1974 and the amendments to the Exceptions Order 1975, 2013 and 2020

## Diversity, Equity and Inclusion (DEI)

As an equal opportunities' employer, Doha College is committed to a culture of diversity, equity and inclusion. We believe that a diverse staff body reflects and supports the diversity of our students and wider society and leads to a cognitive diversity that promotes excellence in all areas.

## PERSON SPECIFICATION

### Key Requirements

#### Qualifications and Knowledge

- An undergraduate degree (D)
- CIPD qualification (having a qualification is Essential; Level 7 would be Desirable) (E)
- Chartered Membership of CIPD (E)

#### Experience

- Experience as an HR line manager (E)
- Operational and strategic experience across the spectrum of HR activities (E)
- Payroll experience (Desirable to also have experience in an international setting where sponsored posts attract additional benefits) (E)
- Experience drafting key HR documents such as policies and implementing appropriate procedures (E)
- Experience of managing the relationships across a diverse range of stakeholders (E)
- Experience of HR MIS implementation and management (D)
- Experience overseeing training provision and identifying requirements (D)
- Budget management experience (D)
- Experience working in the GCC (D)
- Experience working in an educational setting (D)

#### Skills, Knowledge, and Abilities

- Fluency in English, both in writing and verbally (E)
- Excellent communication skills, both in writing and verbally (E)
- Comprehensive working knowledge of MS Office and Google packages such as Docs, Sheets, and Forms (E)
- Ability to deal with difficult stakeholders, be they internal or external (E)
- Adaptability to changing priorities and time constraints (E)



- Ability to monitor work to ensure compliance and quality (E)
- Ability to interrogate MIS for data and to use it to perform key action (D)
- Knowledge of creative suite packages, website CMS and CRM databases (D)
- A working knowledge of Qatari Labour Law (D)

### Personal Behaviours

- Resilient and positive; willing to go the extra mile in the bustling life of a school
- Ability to identify problems and bring creative solutions
- An outstanding communicator who is dynamic and innovative
- Flexible and adaptable, with energy, stamina and enthusiasm
- Be loyal and discreet
- Sensitive, caring and responsive to the needs of young people
- Empathetic, with excellent listening skills
- Kind and inclusive
- Strives for the highest standards at all times

### Ethos and School Values

- Committed to operating as an integral part of the school community
- Committed to Doha College's Values, our Vision and Mission
- Possess the desire to get involved in all significant aspects of Doha College school life
- Ability to remain positive, professional, enthusiastic and maintain a sense of humour when working under pressure
- A thirst for knowledge, to develop and improve your subject expertise and teaching skills

