

**Talent Attraction and HR Operations Manager - Human Resources & Facilities
Management Division**

APPLICATION GUIDELINES - COMMONWEALTH SECRETARIAT HEADQUARTERS

The job description and person specification detail information on the directorate, and the educational qualifications, experience and competencies required for the post. A summary of the terms and conditions for this post is also made available to you.

- You must be a **national of a Commonwealth Country**. You will be required to provide evidence of this if you are shortlisted for the post.
- It is the Commonwealth Secretariat's policy not to employ close relatives of current members of staff.
- All appointments are subject to **satisfactory references**. You will be required to provide details of three referees, one of whom should be your current or most recent employer and one for your employer prior to that, ensuring that you account for the last two years of your employment history in your application. Referees should not be related to you and should be able to give an assessment of your professional abilities as well as your character. The secretariat reserves the right to take up all references including the current employers during the selection process.
- You will be required to produce evidence of any educational and professional qualifications to support your application on the day of your interview.
- Salary on appointment is £65,881 per annum. This is subject to the deduction of internal income tax (currently aligned with UK income tax rates) and UK National Insurance contributions (from which overseas-recruited Diplomatic staff members are exempt).
- The Commonwealth Secretariat's retirement age is 65. You are expected to be able to serve a minimum 3-year term before your retirement age.

If you wish to be considered for this post, please ensure that you submit your **curriculum vitae** together with a **covering letter** setting out your experience and skills in relation to the person specification, competencies and other requirements for the post. Your application should be received no later than **Monday 18 August 2025 at 17:00 BST**.

Applications should be made via our online application system at <http://thecommonwealth.org/jobs>.

Thank you for your interest in working at the Commonwealth Secretariat.

The Recruitment Team
The Commonwealth Secretariat
E-mail: HQ-Recruitment@commonwealth.int

SUMMARY OF TERMS AND CONDITIONS FOR PAY POINT H

This is a summary of the principal terms and conditions for Pay Point H at the Commonwealth Secretariat. These terms and conditions are non-negotiable. The full terms and conditions are set out in the Commonwealth Secretariat Staff Rules and Regulations which form part of the contract of all staff members.

A. **GENERAL**

Contract Term Appointments are on limited term contracts of usually three years. Contracts may be renewed by mutual agreement subject to fully satisfactory performance, the organisations requirements at that time and availability of funds. The Secretary-General will retain the flexibility to approve or decline extensions as circumstances warrant.

Medical Appointments are subject to passing a medical examination.

Security Clearance Appointments are either subject to clearance to the extent that the candidate's own government raises no objection to their suitability for employment or through the provision of a satisfactory Police Check from the candidate's own national police authority.

Probation All appointments are subject to a six-month probationary period. This may be extended at the Secretary-General's discretion for up to another six months.

Period of Notice During probationary service, the appointment may be terminated by the Secretariat giving five weeks' notice. Thereafter employment may be terminated by the Secretariat giving six months, or by the staff member giving three months, written notice.

Annual Leave 30 working days per year. Leave without pay will not qualify for the earning of annual leave entitlements.

Pension/Gratuity The Secretariat contributes 15 per cent of gross salary to either the Commonwealth Secretariat Workplace Pension Scheme or the Commonwealth Secretariat Gratuity Scheme.

On commencement, Staff members are automatically enrolled into the Workplace Pension Scheme. Thereafter, the staff member can select one of the following three options:

Option 1: The equivalent of 15 percent of an individual's gross salary allocated as employer contribution to the Workplace Pension Scheme.

Option 2: An amount equivalent to 10 percent of the individual's gross salary allocated as employer contribution to the Workplace

Pension Scheme and 5 percent allocated to the gratuity scheme.

Option 3: Opt out of the Workplace Pension Scheme and have 15 percent of an individual's gross salary paid into the Gratuity Scheme This must be done within 30 days following enrolment.

In respect of the Gratuity Scheme each month the Secretariat will pay the equivalent of 15 percent or 5 percent of an individual's gross salary into an interest bearing account. At the end of the contract, the staff member will receive an ex-gratia payment of the cumulative amount including interest. This payment is subject to the Secretary-General's discretion.

Personal contributions to the Workplace Pension Scheme are subject to limits set by HRMC.

Further information on the above schemes can be obtained from Human Resources and Facilities Management Division (HRFM).

Retirement Age The Commonwealth Secretariat retirement age is 65 years.

Private Healthcare and Dental Cover The Secretariat provides non-contributory private healthcare and dental cover for all London-based employees, their spouses/officially recognised partners and children. The cover is subject to underwriting conditions

Insurance Subject to funding, the Secretariat may put in place various insurance schemes for its employees. Where such policies are in place, they shall be subject to the conditions of the underwriters and may change from time to time. Among the insurance policies the Commonwealth Secretariat provides is the Personal Accident/Travel policy. With regard to bodily injury, the underwriters conditions for that policy provide for the following, in respect of pre existing conditions;

Any contributory degenerative condition or disablement (as determined by a Qualified Medical Practitioner) known by the Insured Person to be in existence at the time of sustaining Bodily Injury will be taken into account by Insurers in assessing the level of benefit payable.

Further information on the existing policies would be made available to staff by the Corporate Services Division on request. Staff shall be notified of any changes in the policies as they become necessary from time to time.

Internal tax In accordance with the "International Organisations Act 2005", Staff of the Commonwealth Secretariat are exempt from United Kingdom income tax on their salaries and emoluments on condition that the Secretariat levies its own internal income tax for the benefit of the Secretariat.

Internal tax rates are aligned to UK rates and allowances for the relevant tax year. The rates and allowances are applied

proportionately for all staff who join or leave the Secretariat part way through the UK tax year (6th April - 5th April).

Joining the Secretariat part way through the tax year will result in you being placed on emergency tax code. This includes an amount equivalent to the UK annual tax free allowance divided into equal monthly amounts. By applying this rate, you will effectively receive a pro-rated tax free allowance for the portion of the tax year worked at the Secretariat.

Staff who were liable to pay UK tax prior to recruitment may be entitled to a refund of tax from the Her Majesty's Revenue & Customs (HMRC) if they have previous taxed earnings in the tax year of joining the Secretariat. The employee would need to apply to HMRC to determine this. Staff liable to pay tax in other jurisdictions/countries would need to apply to the relevant tax jurisdiction to establish whether they would be entitled to a refund of tax.

Further information on the above schemes can be obtained from the Secretariat Payroll team via Human Resources.

B. APPOINTMENT OF BRITISH CITIZENS AND UK RESIDENTS

Salary £65,881 per annum gross, subject to deductions of National Insurance contributions and Commonwealth Secretariat internal income tax aligned with UK income tax rates. This salary is fully inclusive. (Please refer to section A for further information about internal tax).

C. APPOINTMENT OF OVERSEAS RECRUITED STAFF (NON UK NATIONALS)

“Overseas Recruited Staff Member” means an officer of the Secretariat whose stay in the UK is contingent upon their employment with the Secretariat. Should such a staff member acquire or have, while employed in the Secretariat, been entitled to British nationality or residential status in the UK the staff member will cease, from the date of acquisition or entitlement, to be an overseas recruited staff member.

Salary £65,881 per annum Gross. Please note Salaries for overseas staff will be subject to deductions of National Insurance contributions and Commonwealth Secretariat internal income tax aligned with UK income tax rates. (Please refer to section A for further information about internal tax).

Installation and Termination Grant Will be provided on commencement and termination of appointment at 7% of net salary.

Expatriation Allowance Payable on a monthly basis at a rate of 1/12th of 14% of your gross annual salary.

Travel Upon commencement and termination of service, the staff member, and accompanying dependent family members, as defined in the Human Resource Handbook, will have their air travel costs met by the Secretariat in accordance with the Travel and Expense Policy and procedures.

For all journeys, the most direct means of air travel available will be provided. In respect of the accompanying family members the relevant journey must be made within 6 months of the eligible staff member's own journey.

If travel is not at the same time as the member of staff, family members will only be entitled to economy class travel, irrespective of length of journey.

Home Leave The staff member is entitled to home leave once in every three years of qualifying service.

Education Allowance An education allowance will be payable, provided the dependent* child is in continuing full-time education (school and undergraduate level) at the time of the staff member's appointment. The staff member may be entitled to 75% or £18,706 of admissible costs per child per scholastic year.

The admissible cost is subject to a maximum amount of £24,941 per child per scholastic year. Full details of the education assistance policy is available on request.

Transporting Effects on Commencement and termination The Secretariat will pay the cost of transporting by sea a staff member's effects up to 500 cubic feet in the case of a single staff member, and up to 700 cubic feet in the case of a married staff member plus an allowance of 100 cubic feet per dependent child* residing with the head of the family. In addition, up to 15 kilograms of excess accompanied luggage by air will be allowed on joining and termination for the staff member, spouse and each dependent child*. Not more than one automobile may be allowed to be transported. The Secretariat will meet the reasonable cost of insurance of personal effects. The Secretariat will meet the reasonable cost of insurance of personal effects. For a 20ft container (internal volume of 1,050 cubic ft) the value of goods insured is up to £35,000.

Expatriation Benefits Should the staff member acquire resident status in the UK, the entitlement to expatriate salary and other benefits will cease immediately. Staff claiming these benefits will be required to sign an annual 'residential status certificate'. An improper claim will lead to disciplinary action.

Temporary Accommodation Upon the staff members arrival in the UK, temporary accommodation will be provided at a Secretariat approved hotel for a period of two weeks.

Should the staff member face difficulty securing private accommodation within the initial two-week period, an additional

three weeks stay at the approved hotel will be granted.

The maximum stay at temporary accommodation provided to staff members by the Secretariat is five weeks. The Director, Human Resources may approve an extended stay in case of an emergency or a pandemic.

Subsistence Allowance on commencement and termination

Upon the staff members arrival in the UK, for the first two weeks, subsistence allowance at the appropriate United Nations (non-accommodation) rate will be paid in respect of the staff member, accompanying spouse (75 per cent) and dependent children* (50 per cent). This rate will apply whether the staff member and their family stay in Secretariat approved temporary accommodation or not.

At the end of the contract term or upon termination of the contract, for a period of two weeks, subsistence allowance at the appropriate United Nations full rate will be paid in respect of the staff member, their accompanying spouse (75 per cent) and dependent children (50 per cent).

Diplomatic Immunities & Privileges

There are no diplomatic immunities and privileges attached to the holder of this post. Staff members are expected to observe the laws of the UK and other countries in which they may work. Any involvement with the police or other law enforcement authorities must be reported.

* ***“Child”*** means a child dependent upon the employee for main and continuing support and has a legal status with regards to the staff member either as birth parent, legal guardian or legally adopted child.



The Commonwealth

JOB AND PERSON SPECIFICATION

Job Title: Talent Attraction and HR Operations Manager

Division: Human Resources and Facilities Management Division

Pay Point: H

Reports To: Director HR and Head of HR Operations and Business Partnering

General information

The Commonwealth Secretariat is the principal intergovernmental body of the Commonwealth, responsible for advancing and achieving the shared goals of the association's 56 member governments in advancing democracy, development and respect for diversity. The Secretariat is headed by the Secretary-General who, as the Chief Executive of the organisation, is responsible and accountable for overall leadership, management and delivery.

The HR function focuses on aligning the Secretariat's human resources with its mission, capabilities and changing mandates to ensure that it carries out its functions effectively and efficiently. In addition, the HR Team develops and implements HR management policies, procedures and practices suitable for a modern international governmental organization, taking into account the Secretariat's needs and best practices.

Job summary

The Talent Attraction and HR Operations Manager leads on the implementation of the recruitment policy and candidate attraction strategy. This role plays a key part in enhancing the Secretariat's global employer brand, developing data-informed talent strategies, and driving internal data analysis and communication initiatives to support effective organisational decision-making and engagement.

Task description

Talent Attraction & Recruitment

- Lead on strategies to attract diverse, high-calibre candidates from across the Commonwealth, ensuring alignment with the Secretariat's values and mandate.
- Develop and manage recruitment marketing campaigns, social media presence, and job board relationships to enhance reach in underrepresented regions.
- Analyse market trends and competitor positioning to advise on proactive sourcing approaches.

- Oversee and review end-to-end recruitment activities, including policy frameworks, job design, outreach, interview processes, and onboarding.
- Provide oversight on all aspects of recruitment process for client groups, including short-listing, interviewing and providing HR advice and support
- Ensure fair and consistent application of policies and terms and conditions of service to promote equity in the workplace.
- Manage and monitor activities to facilitate onboarding of new employees and their transition into a new work environment and/or living in a new country.

HR Operations

- Lead the delivery of induction programmes for new starters including the delivery of induction sessions, preparation of schedules and liaison with other internal stakeholders
- Develop robust internal processes for the induction and on boarding processes.
- Manage the delivery of exit processes for leavers' including repatriation processes for overseas recruited staff members.
- Oversee the administration of contract amendments, extensions and issuing of contractual notice for all categories of Secretariat employees
- Oversee accurate administering of systems to ensure accurate monitoring and reporting of contract expiries and other processes
- Ensure accurate record keeping and process management is being conducted by all teams both in the HR system and records by all teams and provide gap reports.
- Run reports from the HR information system to support HR processes and provide management information.

HR Data Analysis & Reporting

- Collect, analyse, and interpret HR and recruitment metrics to identify trends, gaps, and areas for strategic intervention.
- Prepare clear, insightful dashboards and presentations for senior leadership and internal stakeholders.
- Use data to evaluate the effectiveness of talent attraction strategies and inform workforce planning.
- Produce reports and useful evaluation statistics and undertake analysis of data.

Internal Communication & HR Presentations

- Draft and deliver high-quality internal communications to support change initiatives, recruitment campaigns, and HR strategy rollouts.
- Develop engaging PowerPoint presentations and written reports for use in board meetings, internal briefings, and external outreach.
- Collaborate with the Communications team to ensure HR messaging is consistent and impactful.

Employee Engagement

- Support the implementation of a positive employee experience from hire to retire

- Participate in the development of an employee engagement strategy and plans
- Participate in the development and delivery of employee engagement action plans informed by survey results and exit interview data

HR Projects and General Responsibilities

- Participate in and/or manage assigned projects as directed and required by the Head of HR Operations/HR Business Partnering.
- Contribute to broader HR initiatives such as performance management, organisational development, and learning.
- Adheres to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy; and
- Line management of HR Officer(s) and Recruitment Officer (s)
- Performs any other duties as may be required from time to time.

Person Specification

Education

Essential:

- Masters /MBA in Human Resource Management/Development, or Business Administration, or a related area.

Desirable:

- Professional qualification in Human Resources such as CIPD (Chartered membership), SHRM, HRCI (SPHR and above) or equivalent professional accreditation

Experience and skills:

- Minimum 7 years of experience in a generalist HR role with a strong emphasis on recruitment, operations and talent attraction.
- Demonstrable experience working in an international or multicultural environment.
- Strong IT skills including proficiency in HR data analytics and communication tools (e.g., Excel, CANVA, Power BI, ATS reporting).
- Excellent written and verbal communication skills, with proven ability to write internal briefings, HR updates, and presentation materials.
- Knowledge of employment practices across multiple Commonwealth jurisdictions.
- Experience in employer branding, social recruitment strategies, and digital engagement in a Corporate or International setting.
- Strong interpersonal skills with the ability to influence and advise stakeholders at all levels.
- Familiarity with diversity recruitment metrics and inclusive hiring practices
- Evidence of strong organisational and planning skills with great attention to details and a focus on data accuracy and integrity
- Possession of a customer-centric mindset and focus on delivering outcomes is paramount. Demonstrated ability to lead, develop and motivate teams.
- Ability to collaborate with people from diverse background is essential.

- Ability to work confidentially and maintain a high ethical standard and level of professionalism

Desirable:

- Experience in international corporate organisations.

Competencies:

Working with Others
<p>Promotes team work and removes barriers to effective team working</p> <p>Provides advice and guidance for others sensitively and where appropriate</p> <p>Establishes ownership for relevant activities from the outset</p> <p>Develops a wide network, including senior level contacts to facilitate activities and further own knowledge</p> <p>Demonstrates an ability to negotiate with and influence senior colleagues and contacts</p> <p>Proactively liaises with other divisions, partners & third parties</p>
Communicating with Others
<p>Presents credible information confidently</p> <p>Writes reports and papers that are succinct accounts of key information</p> <p>Develops and alters own style of communication to meet the needs of different individuals</p> <p>Guides others in most appropriate style and content of communication to others</p>
Respect for Diversity
<p>Works effectively with people from all backgrounds.</p> <p>Treats all people with dignity and respect. Treats men and women equally.</p> <p>Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.</p> <p>Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.</p> <p>Changes systems and processes when biases are identified.</p>
Accountability
<p>Takes ownership of assigned tasks, honours deadlines.</p> <p>Ensures timely delivery of outputs within defined cost and quality standard parameters.</p> <p>Takes responsibility for own shortcomings and compliances.</p> <p>Supports direct reports and HRBP team, provides oversight and takes responsibility for all delegated assignments.</p>

Adhering to Principles & Values

Adapts professional style to suit different situations with different individuals where appropriate

Encourages others to maintain integrity and credibility

Balances the needs of members with the values and principles of the Commonwealth Secretariat

Adapting and Innovating

Encourages and works with others to develop innovative approaches

Drives forward improvements and innovations within own area of responsibility, adding value where appropriate

Encourages others to demonstrate flexibility to ensure that objectives are achieved

Promotes new ideas that are picked up by senior colleagues

Understands the motivations and objectives of differing groups and adapts approach accordingly

Decision Making

Considers the relevant justifications for a particular course of action

Takes context into consideration when making decisions

Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate

Bases actions and approaches on the root cause of an issue, rather than the symptoms

Managing Resources

Identifies targets for team activities and manages progress against objectives

Takes responsibility for team activity and finds solutions to set backs in a timely and professional manner

Effectively motivates team e.g. by recognising and promoting team and individual contribution

Drives forward results of others

Takes ownership for team wellbeing

Developing & Applying Expertise

Applies specialist knowledge to achieve anticipated results

Proactively identifies how to develop specialist knowledge

Presents self as credible to both internal and external contacts