



The WorldFish Center, located on the island of Penang, Malaysia, is a world-class scientific research organization. Our mission is to reduce poverty and hunger by improving fisheries and aquaculture. We have offices in nine countries and engage in collaborative research with our partners in more than 50 countries spanning the globe. The Center is a nonprofit organization and a member of the Consultative Group on International Agricultural Research (CGIAR).

A unique opportunity has arisen for a gifted individual to contribute to the mission of the Center and make a personal impact on the lives of millions of less fortunate people in developing countries around the world. You could be one of the highly competent and motivated individuals to fill the following position:

## **Head, International Research Support Services Human Resources (IRSS HR)**

### **Responsibilities:**

- Lead the IRSS HR team in the delivery of all business and operational processes and activities related to outsourcing services; from transition of processes to service delivery to monitoring of service levels to meet customer requirements, including quality, efficiency, cost-effectiveness and timeliness;
- Provide services that underpin the implementation of the CGIAR Center's HR strategies;
- Develop and implement operative HR strategies, implement policies, processes and procedures also for business HR for IRSS and its Centers;
- Identify and implement organizational development and change strategies that measurably improve organizational outcomes for participating Centers. Act as the business HR partner for ad hoc HR matters;
- Develop and monitor Performance Measurement - Service Level Agreements (SLA) to ensure customer satisfaction, communicating SLA performance with Centers;
- Plan and execute transition activities for new Centers joining IRSS HR Services.

### **Requirements:**

- MBA in General Management / Masters in Human Resources, or its equivalent;
- 10 years experience in Human Resources with 5 years in a senior HR managerial role;
- 3 years experience from an outsourcing service environment;
- Experience in managing virtual teams;
- Experience from international private sector as well as international organizations (i.e. NGO, CSO, etc.) preferred;
- Possesses experience in, and demonstrates strategic approaches to, work-flow analysis and implementation of HR processes;
- Strong knowledge and experience of outsourcing management;
- Ability to provide technical guidance and leadership to professional personnel in HR matters;
- Has knowledge of contracts and relevant contractual legislation;

- Understanding and knowledge of international labor laws, specifically international tribunals;
- Demonstrated ability to communicate effectively at all levels and in multi-cultural settings;
- Demonstrates good people management and leadership skills;
- Willing and able to travel extensively for work;
- Excellent proficiency in written and spoken English.

The WorldFish Center offers a competitive remuneration package, a non-discriminatory policy and provides an innovative work environment. Interested applicants are invited to submit a detailed resume that includes the names and contacts (telephone, fax, and e-mail address) of three (3) professional referees who are familiar with the candidate's qualifications and work experience, via email to [worldfish-hr@cgiar.org](mailto:worldfish-hr@cgiar.org) no later than **6 April 2007**. More information on the Center is available on our website, <http://www.worldfishcenter.org>. This position will be based in Penang, Malaysia and Colombo, Sri Lanka. Only short-listed candidates will be notified.