



# British Virgin Islands Health Services Authority

## Vacancy Notice No. 40 of 2023

### EMPLOYEE RELATIONS ADMINISTRATOR

The BVI Health Services Authority (a client-centered healthcare organization) invites qualified and professional applicants for the position of **Employee relations Administrator** who will provide employee relations support to the employees and managers of the BVI Health Services Authority; develop programmes to recognize individual or team efforts that will enhance morale; address, investigate and resolve employee relations matters and provide assistance to employees and managers on performance improvement plans.

#### **PRIMARY DUTIES & RESPONSIBILITIES** *(included but not limited to):*

1. Assists with the implementation, coordination, and evaluation of employee assistance and wellness programmes in collaboration with the Occupational Health & Safety Unit.
2. Develops, implements, and maintains an Employee Recognition Programme which aligns with the objectives and goals of the BVI Health Services Authority.
3. Addresses employee relations issues, questions, and concerns in a confidential manner.
4. Provides specific support for human resource programmes (physical fitness, recreation activities, employee suggestion systems) to foster the desired organizational culture and climate.
5. Assists with implementing and monitoring the effectiveness of wellness initiatives and programmes to improve employee health and well-being in collaboration with the Occupational Health & Safety Unit.
6. Consults with managers on difficult employee situations and responds to address personal and workplace problems and help ensure a safe workplace.
7. Serves as liaison between the workplace and referral resources.
8. Prepares and updates departmental organizational charts.
9. Prepares quarterly HR Works newsletter for circulation to all employees.
10. Conducts exit interviews with employees separating from the Authority, circulating results to the appropriate individuals.
11. Leads in the administration of an annual employee engagement survey, analyzing the resulting data and reporting results to the relevant executives.
12. Assists with initiatives that address areas of concern within the employee/organizational relationship.
13. Performs any other related duties, which may be assigned from time to time by the Deputy Human Resources Manager and the Human Resources Manager

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**MINIMUM REQUIREMENTS:**

**Educational/Training Requirements/ Experience**

- ❖ Bachelor's Degree in Human Services, Psychology, Human Resources or related field
- ❖ 2-3 years of experience in administrative or human resources functions

**Knowledge, skills and abilities**

- ❖ Good interpersonal, written and oral communication skills.
- ❖ Ability to communicate and work well with others at all levels of the organization.
- ❖ Ability to prioritize work, maintain communication and activity logs, analyze data, use logic and reasoning, communicate sensitive information, maintain diplomacy during conflict, meet deadlines,
- ❖ Strong Customer Service skills; ability to work with various personalities and styles of individuals
- ❖ Ability to develop open and positive customer relations.
- ❖ Ability to demonstrate problem-solving, conflict-resolution, and decision-making skills.
- ❖ Ability to travel to customer/employee's site.
- ❖ Good knowledge of employment legislation and BVIHSA Act 2004 regulations and the
- ❖ Authority's organizational structure.
- ❖ Handles personnel information discretely and confidentially. Understands and respects sensitive nature of information and manages this responsibility with great care.
- ❖ Good organizational skills, including the ability to set priorities, strength in multiple tasks, organizes time for projects in a fast-paced, deadline driven and dynamic environment.
- ❖ Demonstrates proficiency in the use of relevant computer software applications such as MSWord, MSEXcel, MS Powerpoint and MS Publisher.

**Physical Demands**

- ❖ The physical demands are moderate to heavy and typical of similar jobs in comparable organizations.

**Work Environment**

- ❖ The work environment is representative and typical of similar jobs in comparable organizations.

**SALARY:** \$48,273.00 - \$62,755.00 (Commensurate with qualifications and experience)

**Closing Date: 24<sup>th</sup> November, 2023**

To apply, please send curriculum vitae (resume) and letter of application to:  
Human Resources Manager, BVI Health Services Authority, P. O. Box 439, Road Town, Tortola VG1110, British Virgin Islands  
E-mail address: [employment@bvihsa.vg](mailto:employment@bvihsa.vg)