

# **TERMS OF REFERENCE - CONSULTANT (Human Resources)**

## **1. CONTEXT**

The Association of Caribbean States (ACS) is a regional Inter-Governmental organisation that was established by virtue of the Convention establishing the Association of Caribbean States done in Cartagena de Indias in July 1994. Article III of the Convention defines the organisation as one of “consultation, cooperation and concerted action” whose purpose is “to identify and promote the implementation of policies and programmes”. The organisation’s work is focussed on - cooperation, disaster risk reduction, sustainable tourism, trade, transport and external economic relations, and the protection of the Caribbean Sea. The ACS has 25 Member States, 10 Associate Members, 6 Founding Observers and 29 Observer Countries.

ACS engages external consultants to provide services to fulfil its mandate vis-à-vis its Member States and Associate Members. As a result, the ACS is seeking to engage a Human Resource Consultant to provide support to the Office of the Chief Operating Officer in accordance with the functions referred herein.

## **2. OBJECTIVE**

To provide professional Human Resources support to the Secretariat, ensuring continuity, compliance, and timely handling of all HR matters across recruitment, employee relations, performance management, benefits administration, and general HR operations.

## **3. REPORTING STRUCTURE**

The Consultant will report to the Chief Operating Officer.

#### **4. DELIVERABLES**

- Coordinate all recruitment activities, including scheduling interviews, preparing documents, communicating with candidates, and supporting hiring logistics.
- Prepare vacancy notices and arrange shortlisting and interview processes in a timely manner.
- Conduct reference checks and prepare interview and selection documentation for approval.
- Coordinate the onboarding process for new staff by preparing required documents, arranging insurance enrolment, coordinating systems access, and ensuring all internal setup is completed.
- Serve as the first point of contact for employee queries and concerns regarding HR matters and assist with resolving issues before escalation.
- Manage grievances and propose Alternative Dispute Resolutions (ADR).
- Maintain up-to-date personnel files & employee records, ensuring all documents are properly filed and stored in accordance with the ACS' records management policies.
- Perform a leadership role with respect to the development, coordination, and implementation of the ACS' Culture Plan. This will include (but it is not limited to) - gathering staff input (which include "negative culture drivers"), identifying improvement areas (which include "positive culture drivers"), innovating practical activities to transition staff from partially engaged employees to fully engaged employees, AND coordinating organisation-wide "value-added" initiatives (such as promoting teamwork, espousing the ACS' core values, and nurturing mindsets which progressively build a "sustainably positive" workplace environment).
- Monitor contract dates, probation periods, and performance deadlines to ensure timely issuance and renewal of contracts.
- Prepare, update, and track HR documents such as letters, memos, forms, and reports.
- Process staff insurance matters, including additions, removals, claims assistance, policy updates, and employee guidance.
- Supervise administrative support staff (Receptionist, Janitorial Services) and coordinate their daily duties to ensure smooth office operations.

- Maintain leave records, verify supporting documents, and prepare monthly leave and attendance reports.
- Provide routine guidance to staff and supervisors on HR procedures and administrative requirements.
- Liaise with the Ministry of Foreign Affairs on work permits, residency status, and immigration requirements for international personnel.
- Assist in organising staff wellbeing, engagement, and workplace initiatives.
- Support the application of the Staff Manual by ensuring forms, templates, and procedures are followed consistently.
- Assist with updates to the Staff Manual and HR procedures to reflect current practices.
- Assist in coordinating probationary reviews and contribute to initiatives which will improve the effectiveness of the annual performance appraisal system and activities.
- Track submission of performance documents and follow up on outstanding items.
- Support the identification of staff training needs, collect training requests, and coordinate training logistics.
- Maintain training records and track participation and completion.
- Prepare routine HR reports, employee statistics, and other administrative updates as required.
- Perform general HR administrative duties and any additional tasks assigned by the Chief Operating Officer or the Secretary-General.

## **5. DURATION**

The Consultancy would be for an initial period of six (6) months and may be renewed.

## **6. REMUNERATION**

The consultant shall be paid monthly the sum of Three Thousand One Hundred Dollars United States currency (US\$3,100.) tax free.

## **7. QUALIFICATIONS AND EXPERIENCE**

- Bachelor's degree in Human Resource Management, Business Administration, or related field.
- Professional HR certification is an asset.
- Minimum 5-7 years of relevant HR experience, preferably in Inter-Governmental or Public-Sector organisations.
- Knowledge of Trinidad & Tobago labour laws.
- Strong interpersonal, communication, and advisory skills.
- Proficiency in English; working knowledge of Spanish and/or French is an advantage.
- High level of professionalism, confidentiality, and diplomacy.

## **8. COMPETENCIES:**

- Strong knowledge of HR administration, recruitment, and personnel management.
- Familiarity with Trinidad & Tobago labour laws and organisational HR procedures.
- Understanding of insurance administration (medical and group life).
- Excellent organisational skills and ability to manage multiple tasks and deadlines.
- High attention to detail, accuracy, and proper filing of confidential information.
- Strong coordination skills for interviews, meetings, onboarding, and training activities.
- Proficiency in Microsoft Office and ability to use digital HR forms, templates, and trackers.
- Strong communication skills and professional interaction with staff, candidates, and stakeholders.
- Demonstrated tact, diplomacy, confidentiality, and sound judgement.
- Ability to provide early-stage resolution to employee issues.
- Customer-service oriented approach to supporting staff needs.
- Ability to work independently with minimal supervision and as part of a team.
- Reliable, accountable, adaptable, and willing to support organisational priorities.

## **7. ADDITIONAL INFORMATION**

The Consultant may be expected to travel in the course of his/her duties.

## 8. SUBMISSION OF DOCUMENTS:

Candidates must present the following documents for consideration:

1. Full Curriculum Vitae;
2. University Degree certificate;
3. Language Proficiency certificates (not native tongue);
4. Names and contact information of three (3) referees.

Applicants must complete the **Applicant Job Profile Summary Form** included with the website vacancy. Failure to complete the Applicant Job Profile Summary Form will result in automatic rejection of the application. This form must be completed using either [Adobe Acrobat](#) or [Adobe Acrobat Reader DC](#). Do not attempt to complete this document using any web browser.

Applications must be addressed to:

H.E. Noemí Espinoza Madrid  
Secretary-General  
Association of Caribbean States  
5-7 Sweet Briar Road, St. Clair  
PO Box 660, PORT OF SPAIN  
Tel: 868-622-9575  
Fax: 868-622-1653

Due to the volume of applications received, receipt of applications cannot be acknowledged individually. Candidates who do not receive any feedback within three months of the deadline should consider their application as unsuccessful.