

Terms of Reference: HR Coordinator

Program	Katalis Phase 2
Location	Jakarta, Indonesia
Reports to	Operations Lead
Duration	12 months, with extension subject to performance and program needs
Eligibility	Indonesian national

Palladium is in the business of making the world a better place, and we believe that collaborative models and systemic approaches are the way to achieve progress and success. We work with governments, businesses, and investors to solve the world's most pressing challenges. With a team of more than 2,500 employees operating in 90-plus countries, we help improve economies, societies, and, most importantly, people's lives. Palladium is part of the GSI Consulting Group, a company that unites some of the world's top project management and engineering consulting firms to innovate and accelerate solutions on a global scale.

Program Overview

Katalis Phase 2 (2026–2031) is a partnership between the governments of Australia and Indonesia, funded by the Department of Foreign Affairs and Trade (DFAT), and implemented in collaboration with the Government of Indonesia. The program strengthens bilateral economic engagement under the Indonesia–Australia Comprehensive Economic Partnership Agreement (IA-CEPA) through two mutually reinforcing pillars:

- Pillar 1: IA-CEPA institutional architecture & policy reform (secretariat and implementation support).
- Pillar 2: Skills, Businesses & Inclusive Growth, including the Katalis Business Partnership Fund (KBPF) to test, scale, and commercialise inclusive, climate-smart business models with Indonesian SMEs and Australian partners.

Purpose of Position

Under the direction of the Operations Lead, the HR Coordinator supports the effective delivery of Katalis Phase 2 by managing day-to-day human resources operations, ensuring compliance with DFAT, Palladium, and Indonesian labour law requirements. The role maintains accurate HR records and systems, coordinates transparent and inclusive recruitment, and ensures smooth onboarding for all personnel. It administers payroll inputs, benefits, and insurance processes, and supports performance management through timely tracking and documentation. The Coordinator provides first-line HR guidance to staff and managers, assists with grievance handling, and helps maintain positive workplace relations. The position also contributes to continuous improvement of HR processes and systems, supports visa and contract administration, and prepares routine HR reporting. Overall, the role ensures that HR functions operate efficiently, compliantly, and in support of a well-managed, professional, and inclusive program environment.

Primary Responsibilities

HR Coordination & Compliance

- Coordinate day-to-day HR operations in line with DFAT, Palladium policies, and Indonesian labour law.
- Maintain accurate and confidential HR records, personnel files, and HR databases (national staff, international staff, advisers, consultants).
- Ensure all HR documentation, forms, and processes comply with organisational requirements, including police checks, reference checks, and code of conduct compliance.

- Monitor contract end dates and coordinate timely contract extensions or amendments.
- Ensure staff timesheets, leave applications, and HR data (Kompas, Deltek, ADP, Cornerstone or equivalent systems) are complete, accurate, and up to date.
- Prepare routine HR reports and data summaries for the Operations Lead as necessary.
- Support the implementation and periodic updating of HR guidelines, manuals, and business processes.
- Assist with HR file audits and data quality checks, ensuring compliance with data protection standards.

Recruitment & Onboarding

- Coordinate end-to-end recruitment processes for national personnel, ensuring transparent, merit-based, and compliant selection.
- Support hiring managers with recruitment planning, advertising, shortlisting, interview scheduling, reference checks, and documentation.
- Ensure recruitment processes promote gender equality, disability inclusion, social inclusion, and diversity.
- Manage onboarding logistics, including induction scheduling, documentation, system access, and orientation on HR, safeguarding, and program policies.
- Maintain complete recruitment and onboarding records in line with organisational requirements.
- Support visa and work permit processes for short- and long-term international personnel in coordination with the Palladium corporate team, and relevant government ministries.

Payroll, Remuneration & Benefits Administration

- Coordinate monthly payroll inputs with Finance, ensuring accuracy in salary, BPJS, tax, and statutory payments.
- Maintain up-to-date records of staff compensation, benefits, insurance enrolment, and BPJS membership.
- Liaise with insurance providers on membership updates, claims, and service issues.
- Support periodic remuneration reviews, benchmarking exercises, and updates to pay scales.
- Assist with personnel-related budgeting and forecasting (salaries, THR, severance, insurance).

Performance Management & Staff Development

- Coordinate the performance management cycle, including goal-setting reminders, documentation tracking, and follow-up on evaluations.
- Support managers and staff in understanding performance management tools, timelines, and requirements.
- Maintain records of performance discussions and development plans.

Employee Relations & Grievance Support

- Serve as a first point of contact for routine HR queries from staff and managers, and escalate any issues to the Operations Lead, Team Leader, or Palladium Project Manager as necessary.
- Support positive employee relations by facilitating communication, clarifying HR policies, and helping resolve minor workplace issues.
- Assist management in handling grievances, conflict mediation, and staff concerns in a fair and professional manner.
- Provide coordination support for any formal HR investigations or disciplinary processes.

HR Systems & Process Improvement

- Support the implementation and maintenance of HR systems (e.g., Kompas, Deltek, ADP, Cornerstone).
- Ensure HR processes and data integrate smoothly with organisational systems and workflows, including supporting the establishment of new HR data management systems to automate the storage, reporting and approval of Katalis HR processes, if needed. Ensure HR processes, forms and data integrate well with those new systems and with Palladium guidelines.
- Identify opportunities to streamline HR processes and contribute to continuous improvement initiatives, including regular review, and revision of HR-related sections of the Katalis Operations Manual and other relevant processes.

General Coordination & Support

- Coordinate with the Operations Lead on HR planning, reporting, and compliance matters.
- Provide administrative and coordination support to HR consultants or personnel engaged by the program.
- Assist with off-boarding processes, including exit documentation, clearance, and final payments.
- Carry out other HR duties consistent with the role and as requested by the Operations Lead.

Reporting Requirements

This position reports to the Operations Lead. Reporting requirements may include, but are not limited to:

- Attendance at team meetings, other requested meetings and regional meetings (e.g. townhalls).
- Scheduled one-to-one meetings with the Operations Lead on progress against Key Result Areas (KRAs).
- Regular coordination meetings with other work units.

Palladium encourages flexible work practices to enhance wellbeing, productivity and team culture. For this role, we require that employees maintain an in-office presence for the majority of their working week. For example, if an employee works five days a week, they must spend at least three days physically in the office.

Qualifications and Experience Required

Essential

- Tertiary qualification in human resources, business administration, or a related field.
- 5 or more years' experience in HR coordination or HR administration roles, preferably within donor-funded or international development programs.
- Demonstrated experience in recruitment, onboarding, contract administration, and HR record management.
- Strong understanding of Indonesian labour law, BPJS, payroll inputs, and statutory employment requirements.
- Experience using HRIS platforms (e.g., Kompas, Deltek, ADP, Cornerstone, Sunfish/Power Automate or similar).
- Proven ability to maintain confidentiality, manage sensitive information, and ensure compliance with organisational policies.
- Strong interpersonal skills with the ability to support staff, resolve routine HR issues, and facilitate positive workplace relations.
- Understanding of gender equality, disability inclusion, and social inclusion principles in HR practices.
- Excellent organisational skills, attention to detail, and ability to manage multiple priorities.
- Strong written and verbal communication skills in Bahasa Indonesia; working proficiency in English.

Desirable

- Experience working with DFAT-funded programs or within an international NGO or consulting firm.
- Knowledge of safeguarding, child protection, and compliance requirements for development programs.
- Experience supporting performance management processes and staff development activities.
- Familiarity with visa/work permit processes for international personnel.
- Experience contributing to HR process improvement or system implementation.

Commitment to Inclusivity and Safeguarding

Palladium encourages people with disability to apply, and will provide reasonable accommodation, modification, or adjustment to the work environment for any selected applicant with a disability to support them performing their job. Palladium is committed to embedding equity, diversity, and

inclusion into everything we do. We welcome applications from all sections of society and actively encourage diversity to drive innovation, creativity, success and good practice. We positively welcome and seek to ensure we achieve diversity in our workforce; and that all job applicants and employees receive equal and fair treatment regardless of their background or personal characteristics. These include: (but are not limited to) socio-economic background, age, race, gender identity and expression, religion, ethnicity, sexual orientation, disability, nationality, veteran, marital or Indigenous status. Should you require any adjustments or accommodations to be made due to a disability or you are a neurodivergent individual or for any other circumstance, please email our team at accessibility@thepalladiumgroup.com and we will be in touch to discuss.

Palladium is committed to the prevention sexual abuse and harassment, and child safeguarding in the delivery of our international development programs. We define Safeguarding as all the actions taken by Palladium to protect our people, communities where we work and our clients from harm, including Sexual Exploitation, Abuse or Sexual Harassment; Child Abuse in any form; Trafficking for sexual exploitation of adults or children and any form of Trafficking of children. We have zero tolerance for all forms of child abuse as well as sexual exploitation, abuse and harassment and zero-tolerance for inaction to prevent, protect against, respond to and report harm. We are committed to ensuring that all children and adults who come into contact with Palladium are treated with respect and are free from abuse. All successful candidates will be subject to an enhanced selection process including safeguarding-focused interviews and a rigorous due diligence process including background screening, criminal record checks, employment verification, and periodic compliance checks. Our Code of Conduct and Child Safeguarding and Protection against Sexual Exploitation, Abuse and Harassment Guidelines have additional details.

Core Capabilities

Palladium's [Core Capability Framework for APAC Projects](#) outlines the standard of performance and behaviours expected at each level within the organisation. It also provides a benchmark for assessing areas of potential strength as well as the identification of potential skill gaps or areas for development and improvement.

It is recommended that all employees are familiar with the capabilities expected of them at their level, and that managers use the framework as a tool for measuring performance and providing continuous feedback and coaching to their team members.

Our capabilities link to a number of other processes, policies and guidelines including:

- Performance management/ performance excellence - setting and maintaining standards and helping employees excel and develop
- Career Pathways including our Career Progression Framework
- Organisational design – identifying any skills gaps, outlining job roles and responsibilities
- Development, growth, learning, and training
- Sustainable business – going beyond compliance to ensure sustainable and ethical considerations are woven throughout everything we do. This aligns equity, diversity and inclusion; safeguarding; and environmental objectives