

**JOB DESCRIPTION**

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| **Job title:** | **Human Resources Officer** | **Location:** | **N’Djamena, Chad** |
| **Department:** | **Human Resources** | **Length of contract:** | **Fixed Term** |
| **Role type:** | **National** | **Grade:** | **7** |
| **Travel involved:** | **Up to 30% travel within Chad** | **Child safeguarding level:** | **4, low risk** |
| **Reporting to:**  **Dotted Line Manager** | **Country Director** | **Direct reports:** | **HR Assistant** |
| **People & Culture Partner** |

**Organisational background**

Established in 2003, Malaria Consortium is one of the world’s leading non-profit organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among vulnerable and under privileged populations. We increasingly find our work on malaria can be effectively integrated with other similar public health interventions for greater impact and therefore expanded our remit to include child health and neglected tropical disease interventions.

We work in Africa and Asia with communities, governments, academic institutions, and local and international organisations, to ensure effective delivery of services, which are supported by strong evidence.

Our areas of expertise include:

* disease prevention, diagnosis and treatment
* disease control and elimination
* systems strengthening
* research, monitoring and evaluation leading to best practice
* behaviour change communication
* national and international advocacy and policy development

**Country and project background**

Malaria Consortium Chad is one of the country offices in the West and Central Africa Region based in Abuja, Nigeria. Malaria Consortium Chad currently supports the implementation of seasonal malaria chemoprevention (SMC) in 30 health districts in N’Djamena, Chari Baguirmi, Hadjer Lamis and Mayo Kebbi Est, Barh El Gazal and Batha. SMC is delivered as a mass campaign in four monthly cycles during the rainy season. In a future perspective, interventions will range from national level policy support to direct implementation of control programmes for malaria, nutrition and neglected tropical diseases. The office in N’Djamena is the centre for the programmes in Chad.

**Job purpose**

The Human Resources Officer will provide HR function support to the Chad programme. The post holder will be responsible for recruitment and HR administration within the Chad country programme, including sourcing, induction, learning and development, performance management and the administration personnel records. The job holder will also ensure that all Malaria Consortium HR policies and procedures are effectively and consistently applied and implemented, and that they are in line with the Chad employment law.

**Scope of work**

This position reports to the Country Director and will work closely with the Country team in providing the Chad office with Human Resources support. This role provides a link between the Chad office and the People & Culture Partner based in the UK to ensure a consistent approach and high-quality HR .

**Key working relationships**

Within this position, the key internal working relationships are with the and the Country Director and the Country Finance Manager. The post holder will have a dotted line reporting to the People & Culture Partner based in London. This position oversees the work of the Admin Assistant.

**Key accountabilities**

**HR Administration and Information System (30%)**

* Create and maintain up to date hard and electronic personnel records for Chad-based employees ensuring accurate information is saved on SharePoint and in the HR Information System (Cascade);
* Update staff contact list, emergency contacts, organogram for Chad;
* Track HR data such as contract renewals, conflict of interest renewals and policy sign off renewals informing relevant staff as necessary
* Compile and submit monthly and quarterly HR KPI management reports to the HQ HR teamSupport the People & Culture Partner in liaising with in Country Legal expert on different Employee Relations or other legal HR related issues
* Prepares the monthly payroll instructions for review by the People & Culture Partner ;
* Monitor annual leave and other absences at country level
* Ensure that staff leaving the organization respect the leavers policy and procedures
* Ensure that the working, hygiene conditions are monitored and respect the standards of the Labor and Health Office
* Provide guidance to managers and staff on using Cascade
* Provide information for HR audits as required
* Ensure that all employees are insured under a local selected Medical Insurance provider cover
* Manage the consultant database

**Recruitment and Coordination of Onboarding (35%)**

* Advertise vacancies through on-line forums and via other agencies.
* Ensure that applicant tracking system is kept up-to-date and that all candidates receive timely communication.
* Coordination of interviews’ set up with candidates and interview panel.
* Accurately draft contracts, amendments to contracts and all other staff letters for all national employees for final review and sign off by the Country Director.
* Collect and save recruitment data like job descriptions, interview grids, and tests on SharePoint.
* Organise induction for new staff based in Chad following the standard agendas, to be carried out by the relevant line manager
* Requests new employee references, evidence of qualifications and relevant security checks including safeguarding, for final approval by the Country Director.
* Track completion of e-induction in the Learning Management System

**Performance and Development (15%)**

* Working closely with the Country Director, monitor that probationary period objectives and end of probation appraisals are carried out in a timely manner.
* Working closely with the Country Director, monitor and collate performance reviews for Chad staff.
* Collate staff learning & development needs and maintain the L&D tracker updated through the year.
* Ensure L&D activities are carried out according to the approved L&D annual plan
* Under the supervision of the HR and recruitment advisor, assist and advise other departments in HR matters (regulations, training, recruitment, career management, remuneration, etc.).

**HR Policy (20%)**

* Act as first point of contact for day to day HR queries, policy interpretation, terms and conditions, updating policies and procedures as required
* In collaboration with the People & Culture Director and People & Partner Partner develop, review and update the Chad Employee Handbook ensuring that it reflects global policies, good practice and is legally compliant
* Keep up to date with changes in employment legislation advising the People & Culture Partner and employees of significant changes and proposing changes to the policies and procedures if required
* Act as a Safeguarding Focal Point in County and advise managers and local Safeguarding Focal Points on procedures around Safeguarding.
* Work with the People & Culture Partner on salary and benefits surveys to ensure competitive compensation and benefits plan.
* Manage the local benefits programme
* Coordinate national staff exit procedures including arranging and conducting exit interviews, signing and collecting exit clearance forms
* Review the national payroll report and communicate adjustments to the country finance team by the local payroll cut-off date
* Represent employee issues to the senior management team and vice versa
* Work with the regional People & Culture Partner to advise managers on employee relations such as disciplinary, grievances, wellbeing, promotion pay and remuneration issues, including and benefits
* Ensure employee data is managed under the General Data Protection Regulations (GDPR).

**Person** **specification**

**Qualifications and experience:**

***Essential***

* A Bachelor’s degree in Business Administration, Human Resource Management or related discipline.
* Experience in HR management and administration,
* Experience in planning and developing HR plans and policies and rolling out new HR initiatives
* Experience in staff training and facilitation
* Experience in using a HR Information System
* Knowledge and experience in recruitment, reward and recognition, employee relations, training and development

***Desirable***

* Experience with Cascade and a Learning Management System (Totara)
* Proven experience working for an International Non-Government Organisation
* Experience working in networks and building strong working relationships

**Work-based skills:**

***Essential***

* Fluent in French and English, excellent written and verbal communication skills
* Ability to analyse, interpret and explain employment law
* Ability to compile and interpret statistical data and communicate it in a professional and understandable manner
* Ability to maintain confidentiality of all Human Resource Information
* A self -starter who is able to work on own initiative with limited supervision
* Excellent attention to detail with well-developed administrative skills
* Knowledge and experience using MS-Office packages (MS Office, Outlook, SharePoint)
* Flexible in approach to tasks
* Mature and Professional demeanour

***Desirable***

* Flexible work style
* Willingness to learn new skills
* Knowledge of databases

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| **Core** **competencies**: |
| **Delivering results** |
| **LEVEL B** - **Takes on pieces of work when required and demonstrates excellent project management skills**   * Shows a flexible approach to taking on additional work / responsibilities when needed to achieve results * Demonstrates excellent project management skills to agreed timescales (timelines, targets, donor requirements) * Makes clear and timely decisions within remit of own role |
| **Analysis and use of information** |
| **LEVEL A- Gathers information and identifies problems effectively**   * Identifies and uses various sources of evidence and feedback to support outputs * Uses evidence to evaluate policies, projects and programmes * Identifies links between events and information identifying trends, issues and risks * Ensures systems are in place to address organisation needs |
| **Interpersonal and communications** |
| **LEVEL B - Fosters two-way communication**   * Recalls others’ main points and takes them into account in own communication * Checks own understanding of others’ communication by asking questions * Maintains constructive, open and consistent communication with others * Resolves minor misunderstandings and conflicts effectively |
| **Collaboration and partnering** |
| **LEVEL B** - **Collaborates effectively across teams**   * Proactive in providing and seeking support from expert colleagues * Raises difficult issues with teams/ partners and stakeholders with a view to positive resolution * Proactive in building a rapport with a diverse range of people |
| **Leading and motivating people** |
| **LEVEL B - Manages own development and seeks opportunities**   * Actively manages own development and performance positively * Learns lessons from successes and failures * Seeks and explores opportunities within Malaria Consortium which develop skills and expertise |
| **Flexibility/ adaptability** |
| **LEVEL B – Remains professional under external pressure**   * Able to adapt to changing situations effortlessly * Remains constructive and positive under stress and able to tolerate difficult situations and environments * Plans, prioritises and performs tasks well under pressure * Learns from own successes/mistakes |
| **Living the values** |
| **LEVEL B - Promotes Malaria Consortium values amongst peers**   * Shows a readiness to promote Malaria Consortium’s values amongst peers * Promotes ethical and professional behaviour in line with Malaria Consortium’s values |
| **Strategic planning and thinking and sector awareness** |
| **LEVEL B -** **Is aware of others’ activities and vice versa in planning activities**   * Takes account of team members and others’ workloads when planning. * Maintains awareness of impact on other parts of the organisation, keeping abreast of other’s activities, objectives, commitments and needs * Has a good understanding of the sector in which Malaria Consortium works |

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| **Strategic planning and thinking and sector awareness** |
| **LEVEL C -** **Takes a helicopter view and anticipates the future**   * Demonstrates an ability to step back from operational issues and see things holistically (helicopter vision) * Anticipates how actions will impact other teams and negotiating to reach mutually acceptable solutions * Demonstrates how complex strategic issues can be broken down into simple discrete steps |