

JOB ADVERTISEMENT

TERMS OF REFERENCE

CALL FOR

A HUMAN RESOURCE & OPERATIONS MANAGER (HROM)

CORDAID IN BRIEF

CORDAID believes in a world without poverty and exclusion. We strive for a just and sustainable society where every person counts. We stand for knowledge and talent sharing between North and South, between farmers and businesses, between activists and policymakers. Where poverty, conflict and exclusion divide societies, we connect people and communities. We stand for professionalism, expertise and solidarity across borders. We make a difference where it is most needed.

We do that where natural disasters strike, where conflicts tear up communities and where under development keep families in extreme poverty. In the Netherlands, we are known as CORDAID Memisa, CORDAID Menes in Nood, CORDAID Kinderstem and CORDAID Microkrediet. In Sierra Leone, we focus on four key areas of support – Health System Strengthening, Investments, Resilience, and Private Sector Development.

PURPOSE OF FUNCTION

Based in Freetown, with a little travel to Liberia, the Human Resource & Operations Manager is expected to support the CORDAID Sierra Leone and Liberia Country Offices in ensuring that key aspects of the operations, including HR management, Office management, are successfully managed whilst following prescribed CORDAID and Donor Regulations.

DUTIES AND RESPONSIBILITIES

Under overall guidance and direct supervision of the Country Director, the Human Resource & Operations Manager will be responsible for all following functions, in no particular order of priority, for the efficient and effective running of the Country Offices:

Human Resources Management

Responsible for HR functions that include employee relations, compliance programs, policy administration and implementation of key human resources initiatives that support the needs of the INGO. Provide leadership and good decision making in HR as well as assisting other departments in order to identify, recommend, develop, implement, and support cost-effective solutions, training, and strategies for all aspects of the country office, specifically but not exclusively:

- Review and update/create country specific policies/guidelines/process across all relevant areas e.g. employee manual; staff welfare/hardship policy; code of conduct; training and career path policy etc.
- Ensure all policies and procedures are fully up to date at all times
- Provide advice and counselling to CORDAID as well as Sierra Leone specific human resources policies/legal related issues to ensure consistency and minimal exposure to liability. Conduct

necessary investigations and follow-up/resolution to HR/employee conflicts. Keep accurate and complete documentation on all issues. Conduct periodic employee surveys.

- Coach and counsel supervisors and managers for successful employee relations, corrective action and administration. Assist as needed in executing a wide variety of employee relations functions including recognition events, goodwill events, employee retention drives etc.
- Administration of a variety of HR policies and programs including the Code of Conduct, Training policy, Grievance procedure; Whistleblower policy etc. Follow any investigations through to appropriate completion. Keep accurate and complete documentation on all issues.
- Assist in recruitment and maintenance of high calibre staff including contracting, KPIs, appraisal, promotion, salary increase approvals, disciplinary procedures, dismissal across the country office in collaboration with the department heads and the Country Director
- Assist in management of all expat employees in collaboration with headquarters and the Country Director
- Support payroll and benefits requirements including time and attendance process
- Support and direct the training and development of employees.
- Oversee and directly manage results based 'key support' staff currently including; HR Officer, Cleaning and Facilities Support Assistant and Office Assistant.
- Meet departmental goals and defined key performance indicators (KPIs).
- Monitor and stay within your department expense budget ensure that maximum integrity is maintained at all times
- Informs Country Director of potential risks in the human resources aspect of the country office.
- Foster a positive working environment and culture with motivated employees in full compliance with applicable laws, regulations, policies and procedures; acts to ensure that staff members understand and comply with applicable laws, regulations, policies and procedures.
- Coordinate staff end of year party/events
- Provide technical HR support to the CORDAID Liberia office and any other office assigned

Office And Facilities Management

Responsible to direct and coordinate the operations of the CORDAID Sierra Leone and Liberia country offices and ensuring improvement in performance, productivity, and efficiency of departments within the country office through the provision of effective methods and strategies including:

- Review and update/create country specific operational policies/guidelines/process across all relevant areas in the office e.g. tools, forms, memo's; safety and security document, etc.
- Supports the movement, safety and comfort and professional experience of all visitors to country office, both local and international, whilst preparing to enter and whilst in country and in the office itself
- Play a significant role in long term planning, including initiatives geared toward office operational excellence.
- Ensures effective and efficient day to day management and proper functioning of the country office including stock, equipment and facilities
- Together with the Country Director and Finance and Procurement Manager, manage the annual office rental contracts as well as the repairs and ongoing rental and maintenance of office space,
- Ensures regular and accurate inventory of assets and assets movement record management

- Manage inventory and have a stock monitoring system for food, cleaning, and other supplies.
- Adhere to environmental regulatory compliance and ensure ongoing and up to date compliance
- Risk Management - Oversee country office insurance policies both personnel and asset related
- Facilities Management
- Budgeting
- Periodic Vendor Satisfaction Reviews
- Informs Country Director of potential risks in the operations of the country office
- Ensure timely payment of both EDSA and Guma bills
- Any other duties as assigned by the Country Director

Secretariat

- Coordinate staff meetings
- Ensure proper filing of documents (e.g. staff files, stores, facility, service providers, security, registration, recruitment)
- Coordinate CORDAID SL NGO registration process

EDUCATION AND JOB RELATED SKILLS

- Minimum of a Degree in Business Administration, Accounting, Human Resources or related field
- Fluent English writing and verbal skills
- Advanced skills in internet use, Microsoft, PowerPoint, Excel and Outlook
- Strong Management skills

RELEVANT WORK EXPERIENCE

- Minimum five (3) years demonstrated working experience in office management including facilities and Human Resource; two (2) of which should be at senior management level
- Minimum of five years managing personnel
- Demonstrable network of contacts and high standing in his/her profession with proven record of building and managing effective partnerships and strategic alliances
- Demonstrable working knowledge of Sierra Leone's labour regulations and law

CORE COMPETENCIES REQUIRED

- Team player
- Proactive
- Diplomatic
- High sense of confidentiality
- Good negotiation skills
- Organised and good at planning ahead
- Ambitious and adaptable
- Good problem solver who can think on his/her feet
- Strong leader as well as a good manager
- Hands on
- Strong multi-tasker
- Comfortable with an open door policy
- Demonstrates integrity by modeling CORDAID's values and ethical standards



- Promotes the vision, mission, and strategic goals of CORDAID.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability

FUNCTIONAL COMPETENCIES:

- Organizes and accurately completes multiple tasks by establishing priorities while taking into consideration special assignments, frequent interruptions, deadlines, available resources and multiple reporting relationships
- Plans, coordinates and organizes workload while remaining aware of changing priorities and competing deadlines
- Establishes, builds and maintains effective working relationships with staff and partners to facilitate the provision of support

SELF-MANAGEMENT

- Consistently approaches work with energy and a positive, constructive attitude
- Demonstrates strong oral and written communication skills
- Remains calm, in control and good humored even under pressure
- Demonstrates openness to change and ability to manage complexities
- Responds positively to critical feedback and differing points of view
- Solicits feedback from staff for self-evaluation and reflective learning.

Field visits play a large part of this role and as such, it is expected that the candidate is willing and able to take part in such activities in all weather conditions – A INGO car or rented vehicle will be made available

TO APPLY

Send your Cover Letter and CV by email to the Human Resource & Operations Manager at:
Jobs_sl@cordaid.org and copy job@jobsearchsl.com

Please address the Subject of your email as: HROM Manager

DEADLINE FOR APPLICATIONS IS JANUARY 26, 2018