

JOB DESCRIPTION

Job Title:	Regional Human Resources & Staff Development Manager
Grade:	National
Preferred Location:	Nairobi, Kenya with extensive regional travel (up to 40%)
Contract Length:	Two years contract
Responsible to:	Head of Finance and Operations- Africa
	Matrix management relationship with the Head of HR based in London
Line Management:	Regional HR staff and any other staff as agreed with Head of Finance and Operations
Key Relationships:	Regional Director, Regional Heads- Programmes, Network Coordination & Development, Country Directors, Country Representatives, in country HR focal points, London HR and Operations team, Network partners

Background

HelpAge International is the secretariat to the HelpAge Global Network, which brings together a wide range of organisations and individuals working to promote the rights and meet the needs of older women and men, nationally and/or internationally.

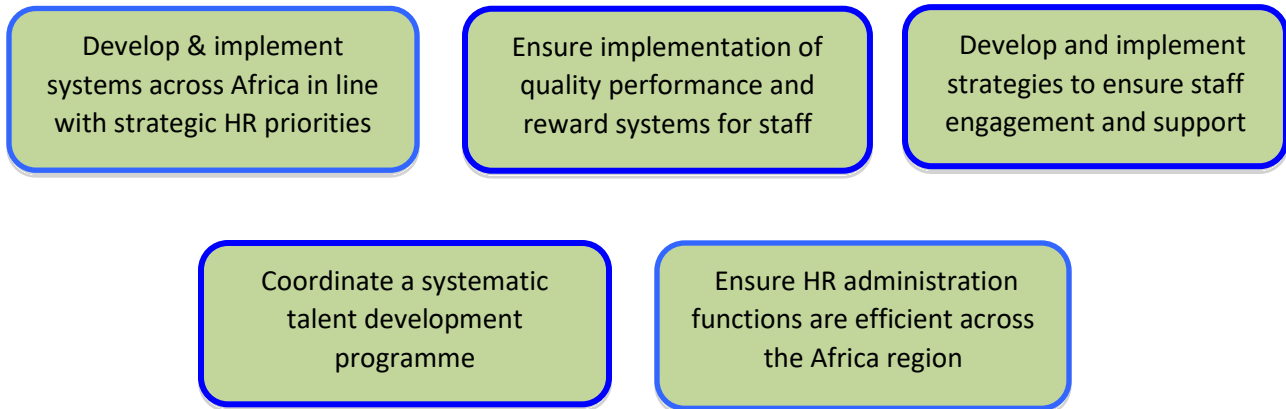
Our long-term vision is to establish a global movement of strong connected age focused and older people led platforms in every country in the world. Only by collaborating together can we achieve a world in which all older people can lead dignified, active, healthy and secure lives. We aim to extend the reach and influence of the HelpAge Global Network to all those in a position to help bring about our vision for older people– including Governments, regional institutions, policy makers, development partners, the private sector, UN organisations and academic institutions.

In Africa region we will deliver this through a combination of programme, policy and communications work focused on our core themes of social protection, health and care, and humanitarian issues.

Job Purpose

As part of the global HR team the regional Human Resources and Staff Development Manager will act as a strategic business partner to staff in the Regional office, Country Directors and country HR staff in the region. The post holder is responsible for all HR related matters in the region.

Job Impact: The role of Human Resources & Staff Development Manager is expected to impact and influence in the following critical areas



JOB RESPONSIBILITIES AND KEY TASKS

Strategic HR Management

- Develop HR strategies and plans to support HelpAge International mission and values
- Support the achievement of business objectives by providing strategic HR advice to the leadership team and other relevant stakeholders
- Provide technical HR guidance to regional and country teams on key HR issues such as policy interpretation, performance management, compensation and benefits, recruitment and retention strategies, etc.
- Provide advice on employee relation issues (including disciplinary and grievance, capability, whistleblowing, etc.). Manage and resolve complex issues when needed.
- Develop, implement and monitor HR systems, policies, procedures, and best practice to strengthen country and regional HR functions.
- Maintain in depth knowledge of legal requirements related to people management, ensuring regulatory compliance and reducing legal risks.
- Advise the Senior management team on human resource planning and management in line with organizational policies and legal framework
- Support the country programmes in salary surveys and interpretation of results as well as recommendations for rolling out
- Maintain overview of legal aspects of HR management in the countries and advice senior teams as necessary
- Manage the recruitment and selection process of key roles within the region and country programmes.
- Participate in regional leadership team meetings and flag up key HR issues
- Input into periodic change process through structural profiling of countries, make recommendations and highlight risks based on legal and operating environment assessment
- In consultation with senior management team, draw and implement sustainable human resource action plans based on recommendations from organization review and external audits.
- Roll out and maintain the Human Resource Information System – Cascade in all countries within Africa Region. Be the focal point for Cascade in the region and provide support to other HR colleagues in country as necessary.

- Work collaboratively with other members of the global HR team on the implementation and management of global HR projects and initiatives.
- Preparation and management of HR analytics for the region to help decision making and contribute to annual global HR reporting
- Participate in interagency HR forums

HR Administration

- Lead in the recruitment of senior management including expatriates in the Africa region.
- Oversee the payroll function in the regional office
- Oversee the HR administration of the regional office
- Maintain a regional data base of staff/ consultants/ volunteers working in the region
- Provide regular sensitization of staff on the performance management system to ensure it is understood and effectively implemented.
- Manage the on boarding process for newly appointed country directors and staff within the regional office.
- Undertake HR audits of the country programmes and identify areas of improvement necessary
- Develop relevant policies and manuals for new country programmes as well as support in revision of the HR policies in other country programmes
- Act as a key HR contact in the Africa region for the global emergency response team , supporting regional/country teams to mobilise/recruit staff for quick deployment
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Staff Development

- Work with managers to develop a regional staff development plan for all staff.
- Advise on learning and development interventions to include staff exchange and secondments.
- Provide support to regional and country staff around performance feedback, coaching, career development, identifying and executing appropriate actions as appropriate.
- Develop, lead and facilitate training sessions related to key organisational policies and procedures that is also based on learning gaps and career development
- Identify quality and cost effective training strategies for group trainings of staff
- Be the E-learning system owner for the region, advise staff to develop new content , popularize the e-learning platform by campaigning for various courses with the assistance of HR in London
- Work with RD/Country Directors to develop a succession plans for specific positions within the regional office and country programmes as necessary and relevant
- Undertake training of the HR focal points within country teams
- Develop and maintain network with training institutions, universities and other INGOs
- Identify and discuss ways to promote female staff and their participation in decision making at different levels is ensured

PERSON SPECIFICATION

<u>Senior Management</u>	<u>Technical/ Job Related</u>
<ul style="list-style-type: none"> - Past experience working in a senior leadership role at a regional level - Extremely strong communication, negotiation and representational skills and ability to work at a regional level - Ability to communicate effectively and 	<ul style="list-style-type: none"> - Experience developing and implementing HR strategies at country and regional level - Experience in coordination of staff development processes using diverse approaches - Solid experience in advising /dealing with

<p>build strong relationships with a diverse group of employees, managers and external stakeholders, both remotely and in person.</p> <ul style="list-style-type: none"> - Self-motivated and comfortable working independently - Ability to lead complex projects and initiatives that require multi-level stakeholder engagement - Ability to manage multiple priorities - Excellent information analysis skills - Knowledge of key HR strategic issues within the Africa region including legal frameworks 	<p>employee relation issues. Experience with conflict resolution , including conducting effective and objective investigations</p> <ul style="list-style-type: none"> - Experience of recruitment planning and management of recruitments - Skills to train and support HR staff and also managers on a range of HR related issues - Knowledge of HR databases and information management - Knowledge and experience in commissioning salary surveys and interpreting information therefrom
<p><u>Behavioral Competencies</u></p> <ul style="list-style-type: none"> - Results Orientation towards own and team's role in line with organisational priorities, decisive, passion and drive for high quality work - Working with others, in a team environment, receiving and providing feedback, contributing to the team's success, and managing conflicts if it occurs - Leading Others by defining organisational and team's vision, supporting development of team members - Self Management, by demonstrating Integrity and credibility, leading by example, committed, knowledgeable and confident on the job functions and superior communication skills 	<p><u>Others</u></p> <ul style="list-style-type: none"> - Ability to engage, seek and provide clarity and deliver on issues that are not always clear - Willingness and interest to work with a network focused approach, engaging with, supporting and maximising on potential of network members - Language skills