

JOB DESCRIPTION

Job title:	Human Resources Manager	Location:	Maputo, Mozambique
Department:	Human Resources	Length of contract:	Indefinite
Role type:	National	Grade:	10
Travel involved:	Up to 30% travel within Mozambique	Child safeguarding level:	4
Reporting to:	Line manager: Country Director	Direct reports:	HR Officer
	Dotted line manager: HR and Recruitment Advisor		

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 Mozambique is one of our largest country offices and responsible for implementing over 12 projects. These projects range from national level policy support to direct implementation of control programmes for malaria, tuberculosis, diarrhoeal diseases and neglected tropical diseases.

The office in Maputo is the centre for the programmes in Mozambique, in addition to serving as a regional office for Africa.

Job purpose

The Human Resources Manager (HRM) who is a member of the country's Senior Management Team, is responsible for overseeing the Human Resources function for the country programme including workforce planning, recruitment, induction, learning and development, performance management, employee relations, policy and practice as well as the safety of employees, and also provides coaching to managers and a link between the offices to ensure a consistent approach and high quality standards.

Scope of work

This role is part of the Mozambique Management Team, the post holder has individual autonomy to advise and provide support on Human Resources in country ensuring policy compliance is adhere at all times across the employee life cycle. The post holder will be accountable for all HR activities including resourcing, succession planning, learning and development, reward, staff safety and wellbeing, HR budget and employee relations for the country programme. This role will cover HR Officer Mozambique accountabilities until this position be filled.

Key working relationships

The HRM will manage the Mozambique Human Resource Function reporting to the Country Director and will interact with all staff providing advice on HR issues. This position has dotted reporting to the HR & Recruitment Advisor and has indirect relationship with the HR Director and the HRHQ team in London. The HRM role is member of the senior management team in country and work closely with the management, technical and operations team in country. The HRM supervises the HR officer.

External working relationships will include legal advisors, Labour office and other non-government organisations.

Key accountabilities

1. HR Policy and Reward (15%)

- In collaboration with the HR Director and the HR & Recruitment Advisor, develop, review and update the Mozambique 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 HR Director and employees of significant changes and proposing changes to the policies and procedures if required
- Conduct refresher training on Malaria Consortium policies as required
- Act as a Safeguarding Focal Point in County and advise managers and local Safeguarding Focal Points on procedures around Safeguarding.
- Work with the HR & Recruitment Advisor 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
- Ensure that all national and global national employees are insured under local medical cover, monitor workers' compensation claims and work with the contracted Insurance providers to manage claims
- Work with the regional HR & Recruitment Advisor to advise managers on employee relations such as disciplinary, grievances, wellbeing, promotion pay and remuneration issues, including and benefits
- Participate on the development and implementation of HR corporate programmes as required.
- Ensure employee data is managed under the General Data Protection Regulations (GDPR).
- Act as first point of contact for day to day HR queries, policy interpretation, terms and conditions, updating policies and procedures as required

2. Recruitment and On boarding (35%)

- In collaboration with department heads and the HR & Recruitment Advisor the assessment of project staffing needs and succession planning
- Provide guidance to managers on recruitment and contract extension processes in adherence to the Recruitment and Data protection policies.
- Ensure recruitment runs smoothly in the country programme in accordance to legislation and internal policies.
- Coordinate flights, initial accommodation and obtain work permits for international staff
- Participate in first stage interviews

3. HR Information Systems and Reporting (30%)

- Maintain accurate and up to date records (in Malaria Consortium's HRIS (Cascade), intranet and paper files.
- Track HR data such as contract renewals, conflict of interest renewals and policy sign off renewals informing relevant staff as necessary
- Create and maintain staff personnel files on SharePoint and in paper copy
- Maintain all HR information electronically in SharePoint e.g. disciplinary and grievance records, organograms, insurance/medical policies, etc.
- Compile and submit monthly and quarterly HR KPI management reports to the HQ HR team
- Provide HR data to managers as required to aid in decision making
- Provide guidance to managers and staff on using Cascade
- Provide information for HR audits as required
- Ensure that all employees are insured under the Group Personal Accident (GPA) cover, monitor workers' compensation claims and work with the contracted Insurance providers to manage claims.
- Manage MC Mozambique benefit's programmes and ensure payroll adjustments are communicated to finance section by 19th of every month

- Manage the consultant database

4. Performance and Professional Development Management (15%)

- Ensure new starters complete their induction programme on Malaria Consortium's Learning management System (Totara), arranging face-to-face sessions with departments as necessary
- Conduct training as part of a blended learning approach on performance management and recruitment, selection and interviewing
- Coordinate and monitor the implementation of the performance management policy Ensure all training activities conducted in country are recorded in the Learning Management System (Totara)
- In collaboration with the Performance and Development Specialist support managers and staff to improve performance
- Develop and implement the annual Learning and Development Plan and develop a database of providers which are quality assured
- Maintain and coordinate employee motivation and recognition programmes.
- Provide guidance to staff on career development
- Maintain learning and development records in Totara

5. HR Budget Management (5%)

- Monitor and report on expenditure of the L&D budget Review expenditures to delegated amount and track overall budget
- Review monthly budget variance report and transactions list within 3 days to confirm spend accuracy
- Participate in and contribute to country and programme level budget review meetings and lead in quarterly forecasting of HR budget

Person specification

Qualifications and experience:

Essential

- A Bachelor's degree in Business Administration, Human Resource Management or related discipline. Significant experience working in a generalist Human Resources Management position
- Experience in HR management,
- 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

- A post graduate qualification in Human Resource Management or coaching
- 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

- Ability to analyse, interpret and explain employment law
- Ability to compile and interpret statistical data and communicate it in a professional and understandable manner
- Influencing and negotiating skills to implement personnel policies
- 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)
- Fluent in English, excellent written and verbal communication skills
- Flexible in approach to tasks
- Mature and Professional demeanour

Desirable

- Demonstrable ability to lead and develop HR systems and processes
- Knowledge of INGOs Human Resource management issues
- Experience of supporting process improvement

Core competencies:

Delivering results

LEVEL C - Supports others to achieve results

- ✓ Displays a positive and enthusiastic approach and is not deterred by setbacks, finding alternative ways to reach goals or targets.
- ✓ Supports others to plan and deliver results
- ✓ Supports others to manage and cope with setbacks

Analysis and use of information

LEVEL B - Uses evidence to support work

- ✓ 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 D - Communicates complex technical and/or sensitive/high risk information effectively

- ✓ Communicates complex operational, technical and strategic issues clearly and credibly with widely varied audiences
- ✓ Uses varied communication to promote dialogue and shared understanding and consensus across a variety of audiences
- ✓ Influences internal and external audiences on specific issues
- ✓ Scans the internal and external environment for key information and messages to support communications strategies

Collaboration and partnering

LEVEL C - Builds strong networks internally and participates actively in external networks and think tanks

- ✓ Builds strong networks internally
- ✓ Participates actively in external networks and/or think tanks.
- ✓ Engages with relevant experts to gather and evaluate evidence
- ✓ Shares and implements good practice with internal and external peers

Leading and motivating people

LEVEL C - Effectively leads and motivates others or direct reports.

- ✓ Gives regular, timely and appropriate feedback,
- ✓ Acknowledges good performance and deals with issues concerning poor performance
- ✓ Carries out staff assessment and development activities conscientiously and effectively
- ✓ Develops the skills and competences of others through the development and application of skills
- ✓ Coaches and supports team members when they have difficulties

Flexibility/ adaptability

LEVEL C - Supports others to cope with pressure

- ✓ Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems and supports others to do the same
- ✓ Adapts team approach, goals, and methods to achieve solutions and results in dynamic situations
- ✓ Sets realistic deadlines and goals for self or team

Living the values

LEVEL C - Supports others to live Malaria Consortium's values

- ✓ Demonstrates personal integrity by using position responsibly and fairly
- ✓ Cultivates an open culture within the wider team, promoting accountability, responsibility and respect for individual differences

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