



Role profile

Basic information	
Job title	Human Resource Officer
Department	International
Location	Maidugur, Borno State.i
Reports to (Job Title)	Business Systems Manager
Matrix manager if applicable (Job Title)	Senior Operations Coordinator
Direct reports (Number or Not applicable)	n/a
Overall people management responsibility (Number or Not applicable)	n/a
Matrix management responsibility (Number or Not applicable)	n/a
Budgetary responsibility (Amount or Not applicable)	n/a
Child protection clearance required (If applicable, Standard/Enhanced)	Not required
Expected travel per annum	Occasional travel
On call/unsocial hours	No

Role definition
<p>Role purpose</p> <p>Leads the effective and efficient management of Human Resource operations within the Humanitarian Response in Borno State by ensuring high standards with focus on recruitment, staff induction, staff welfare, information management (both hard and soft copy), performance management and Volunteer management. The role will be responsible for Volunteer management and documentation.</p>

<p>Role context</p> <p>The role is positioned in the Business System Unit based within the Nigeria Country team. This role supports the smooth running of the HR operations unit with primary focus on smooth and effective performance management, recruitment, onboarding processes and contract management. It also supports the maintenance of valid HR data, collection of data for input into various surveys and management information system. Supports the administration for</p>

employees starting, leaving or being redeployed within the team. The role holder is also required to prepare instructions for payroll of all changes to employee details. In consultation with the Business Systems Manager the role holder provides basic employment advice to staff in the Humanitarian Response. It supports in the management of CA property and supports the process of securing various contracts with suppliers, service providers, consultants. The role supports the Business Systems Manager in updating staff insurance information and policy renewals for the Humanitarian response.

Key outcomes

- Smooth and effective recruitment process, a well-supported employee life cycle within the organisation.
- Accurate and timely information on employee-related concerns and personal information is updated and maintained in the electronic and physical files.
- Input of human resource information on HRIS (Abantu)
- Accurate maintenance of data relating to office HR, IT administration and operations including monthly, quarterly and annual reporting and fulfilment of all Christian Aid procedural requirements.
- Provide support to line managers on performance management
- Refresher trainings on HR policies and procedures
- Manage staff contract renewal and exit processes
- Consultant information and data is maintained to organizational and statutory standards
- Effective support is provided to the HR operations and to other team members as may be required working closely with the BSM and Senior Operations Coordinator.
- Responsible for Christian Aid's Volunteers in the North East and manage their engagement processes; maintain up to date on volunteers (soft and hard copies); prepare payment tracker and ensure their payments are accurately computed.

Role requirements

Relationships

External

External suppliers and service providers (e.g. landlords, IT service provider, lawyer, HMOs, consultants recruited for programme evaluations/reviews).

Applicants for new posts at CA

Internal

Providing support to staff on a daily basis

Work closely with all employees within Christian Aid.

Decision making

The ability to make day to day decisions to support in the administration and smooth running of the office, Provides basic employment advice based on Christian Aid's policies and procedures and

employment law. Provide basic employment, health and safety advice relating to relevant legislation and Christian Aid policies and procedures (specialist expertise required will depend on the office requirements). Make decision relating to workgroup ensuring staff are managed and recruited effectively.

Analytical skills

Ability to apply logical thinking and common sense to gathering and analysing information, designing and testing solutions to problems. Understands and interprets HR policies and procedures to provide accurate and efficient advice to managers and employees.

Developing self and others

Responsible for managing own workload in accordance with priorities. Works closely with hiring managers to provide advice to ensure a smooth and successful recruitment process. Works in a peer group with another HR support officer to develop and support each another. Continuously look for opportunities for self-development. Give and receive honest and open feedback in a timely manner.

Person specification

Applied skills/knowledge and expertise

Essential

- Degree in Administration, HR, Social Science or relevant field and must be a member of a professional institution (CIPM, CIPD etc)
- Two to three years previous HR administrative experience particularly in an NGO
- Committed to the ethics and code of conduct of the HR profession
- Strong IT skills, including experience of Microsoft Office and databases management.
- Team player able to organise and prioritise workload
- Sound knowledge of Microsoft Office suite including Word and Excel. Knowledge of managing databases and producing reports. Numerate and good with figures.
- An understanding of data protection and the need for confidentiality.
- Strong written and oral communication skills and the ability to explain and visualize complex issues to expert and non-expert audiences, including presentation and public speaking
- Excellent interpersonal skills in a multi-cultural environment, including the ability to build relationships with colleagues at long distances

Desirable

- Previous experience of HR and Payroll administration, experience of working with a computerised HR system.

IT competency required

Intermediate

LEVEL 2: You are expected to be able to:

Build partnerships

- Take on different work when necessary to achieve a team or organisational goal.
- Actively consult with others to ensure you understand their needs or goals.
- Listen to and take on board fresh perspectives and views even if you initially disagree with them.
- Maintain on-going relationships with individuals and contacts through networks, based on mutual rapport and respect.

Communicate effectively

- Make complex things simple for the benefit of others.
- Actively listen and question to check your understanding and draw out others when they are not expressing themselves clearly or seem to be holding back.
- Be sensitive to what others may be feeling, based on what they say, how they say it and their non-verbal behavior, adapting your style and approach to fit.
- Address difficult issues when they arise, being honest and open.

Steward resources

- Implement ways to reduce the inefficient use of resources or pass the ideas on to someone who can make them happen.
- Estimate the resources needed to achieve your own work plans or objectives and to deliver them in the most efficient and cost-effective way.
- Set and communicate realistic timelines for achieving tasks, working out how best to adapt as priorities change or unforeseen circumstances arise.

Deliver results

- Prioritise, plan and monitor own work to meet own and team deliverables to agreed performance or quality standards.
- Acknowledge others' priorities whilst being prepared to say "no" if there are genuine reasons why their needs cannot be met.
- Use logical processes and relevant tools and techniques to report on information or analyse options.
- Make timely and considered recommendations or decisions based on analysis of available data, information and evidence.

Realise potential

- Evaluate your own work and actively address gaps in knowledge and skills, without prompting.
- Recognise how you react to feedback and manage reactions positively, acting on specific feedback from others.
- Share your knowledge where it will help others to be more effective.
- Provide instruction, constructive feedback and guidance to others to help them learn.

Strive for improvement

- Constructively challenge existing practice.
- Seek better ways of doing things, taking into account the possible implications.
- Make positive suggestions on a way forward when faced with challenges even if these fall outside own scope of work.
- Look inside and outside Christian Aid for new ideas and evaluate them for own work.

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Further details of specific tasks and duties will be agreed with the line manager as part of the performance agreement. Any reasonable duty may be assigned that is consistent with the nature of the job and its level of responsibility.

This role profile is not prescriptive; it merely outlines the key behaviours the role-holder requires to be successful in the role; the key behaviours and responsibilities are subject to change. Any changes will be made in consultation with the role-holder.

You will be expected to abide by the Code of Conduct, policies and procedures within Christian Aid which may be updated from time to time.

You must be in sympathy with the aims, beliefs and values of Christian Aid as it seeks to work on relief, development and advocacy for poverty eradication.