ROLE PROFILE

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| Title: | Deployable People & Culture Manager | | |
| Functional Area: | People and Culture | | |
| Reports to: | Strategic Business Partner | | |
| Location: | Deployed 75% of the time to Plan International’s country programmes. Home-based when not deployed | Travel required: | 75% (may be at short notice) |
| Effective Date: | February 2023 | Grade: | 4 |

role PURPOSE

Plan International country offices in response to an emergency, often need additional experts to support their response and help those affected by crises. Plan International’s core surge team is composed of technical, global experts who can deploy to emergency responses within 72 hours for up to 4 months. The post holder will be expected to provide leadership to their area of technical specialism to support the country team they are deployed to.

Core surge team members are globally roving and work away from their home base continuously, from a few weeks up to four months per assignment. Core surge is typically deployed to country programmes for up to nine months a year (pro rata for part-time posts). When not deployed (or on annual leave), core surge team members may be assigned project/proactive work.

The Deployable People & Culture (P&C) Manager will deploy to Plan International’s humanitarian programmes to manage all aspects of the response concerning people management practices – with a focus on responsive and efficient operations and targeted excellence during the deployment. They will facilitate/contribute to the further enhancement of people management-related practices for emergencies in coordination with the Plan International Inc P&C and Global Humanitarian teams.

You will drive the One P&C approach through consistent execution of the P&C Strategic Framework with appropriate contextualization to the emergency context to enhance response performance through our people and culture.

This includes establishing, setting up and improving systems, processes and guidance and providing people management guidance to response managers and staff on all aspects of the employee lifecycle, from recruitment to onboarding, performance management, development, wellbeing, rewards, retention, equity, diversity and inclusion and talent management.

When not deployed to emergency responses, the role may develop and support global preparedness frameworks and capability-building activities such as developing/ revising policies and tools, training and briefings, self-learning/development and supporting/ advising on the humanitarian aspects of P&C projects and initiatives, etc.

This role will actively promote the invitation/involvement of internal high potentials to the roster, and the communication, induction, and training of staff in the roster.

Dimensions of the Role

* The role will be responsible for people management/HR-related decisions while deployed, in consultation with the Leadership of Response and Plan International Inc P&C.
* This position may line manage a team when on deployment to a Country Office.
* No budget responsibility is required for this position.
* Develops and maintains relationships with stakeholder groups both within Plan International and externally.
* May deploy at short notice to a Country Office for up to 4 months
* The post is expected to be on deployment for up to 9 months per year.
* May be required to work late hours, weekends, and holidays to ensure timely delivery of programmes while deployed. The TOIL and other staff care and well-being measures will be provided.
* Impact of this role is significant within the individual country, potentially within the region and possibly organisation wide.

Accountabilities

* Support or Manage the P&C function in the Country Office and relevant resources – with a focus on responsive and efficient operations and targeted excellence within defined boundaries and specialist areas, which may include people, assets and/or budgets.
* Provide professional advice to the Country Director/Country P&C Manager and country management team on areas of work covered in their remit, with a focus on responsive and efficient operations and targeted excellence through our people to achieve One P&C - across the breadth of P&C specialisations. Integrate P&C work in the country office as appropriate.
* Support operational implementation within the country office and the region to enhance the Country Office’s performance through our people.
* Ensure PII are meeting legal requirements in country with regards to employment law, taxes etc
* Ensures that Plan International’s global policies for Safeguarding Children and Young People and Gender Equality and Inclusion are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures
* Provide communication, induction, development, and engagement of staff deploying to the emergency response.
* Support Country Management Teams to identify key response staff requirements and lead the recruitment and onboarding of the identified roles.
* Support Country Office P&C teams using the Plan International Emergency Response Manual (operations) and the HR chapter.
* Support/input into revising/ aligning the humanitarian operations manual and developing the P&C operational tool kit with improved global end-to-end People & Culture policies/ practices for agility in support of Humanitarian response - people, learning, culture, capability i.e. Total Rewards and mobility solutions, Onboarding and Induction, Talent Acquisition and Management, Staff Care and Wellbeing.

**Responsibilities will include but not be limited to**

* Facilitate/support recruitment and onboarding of the response team.
* Develop the response-specific P&C materials and tools, including policies and procedures. Ensure those are appropriate for the response circumstances and adhere to PII practices. Promote and model PII Values and behaviours.
* Help manage risk and compliance with Plan International policy, procedure, and local labour law.
* Incorporate Core Humanitarian Competency Framework into people management practices and ensure that it is part of the development and overall culture.
* Guide management in consistently applying Plan International’s talent acquisition. rewards, staff care & well-being, performance management philosophy and practice.
* Ensure staff wellbeing is included in the response team practices and be intentional in promoting wellbeing-related initiatives and behaviours. Ensure the response team is aware of the well-being-related resources available to them and ways to access them.
* Support the DRM team in ensuring the preparedness for the 72-hour deployment of the Surge Team.
* Provide guidance, reflection, and expertise in further honing P&C practices to maximise Surge team effectiveness.

**Safeguarding**

* Ensures that Plan International’s global policies for Safeguarding Children and Young People and Gender Equality and Inclusion are fully embedded in accordance with the principles and requirements of the policy including relevant Implementation Standards and Guidelines as applicable to their area of responsibility. This includes, but is not limited to, ensuring staff and associates are aware of and understand their responsibilities under these policies and Plan International’s Code of Conduct (CoC), their relevance to their area of work, and that concerns are reported and managed in accordance with the appropriate procedures.

Key relationships

**Internal**

* Global Hub People and Culture Department
* Global Hub Humanitarian Team

**External**

* Peer Agencies P&C staff
* UN Agencies
* National Government departments

Technical expertise, skills and knowledge

**P&C Technical Competencies**

* Business Acumen: ability to understand and translate key business drivers, priorities and demands in a global and diverse organisation.
* Customer Focus: continuously improving the stakeholder experience.
* Critical Thinking, ability to conceptualise, apply, analyse, synthesise and evaluate information.
* Steward of the Culture, Agility and Change Orientation, nurture and act as a champion of an agile organisational culture of high performance, inclusion, innovation and engagement, deal with ambiguity and uncertainty
* End-to-end process design: customer and stakeholder-centric design of processes
* Creativity & Innovation: create diverse solutions, take constructive criticism to further stretch the imagination of what is and further the region’s / P&C’s objectives in doing so.
* Project Management/ Data Savviness: Strong skills in project management, people and financial data analytics – analyse and communicate strategic insights and trends to influence & support business

**Business Management, leadership and Core Humanitarian Competencies**

* Understanding the humanitarian context, aligned to the same Plan International Business Management competency: ‘Understanding Plan International in context’.
* Listening and Creating Dialogue Actively listen to new and different perspectives and experiences, establishes and manages dialogue
* Minimizing risk to crisis-affected people, partners and stakeholders
* Managing Personal Safety and Security, aligned to Plan International Risk management: Managing and mitigating business, legal, safety, security, reputational and project risks in line with Plan International’s standards
* Adapting and coping in challenging and changing environments
* Maintaining professionalism, aligned to ‘We are open and accountable’ Leadership Competency
* Self-awareness, aligned with Plan International Leadership Competency ‘I see and develop myself as a leader’.
* Motivating and influencing others, and working with others, aligned to ‘We work well together’ Leadership competency, and Business Management competency ‘Managing People and Relationships’: Working with others, managing people and promoting equity, diversity and inclusion
* Applying humanitarian standards and principles
* Making decisions and using Critical Judgment
* Ensuring programme quality and impact, aligned to Plan International Business Management competency: Delivering results: Planning and managing resources, projects and partnerships for the effective and efficient delivery of results, and Leadership Competency ‘We strive for lasting impact’.

Knowledge, Skills, and Experience

**Essential**

* Strong generalist and technical expertise in employee relations/ case management, talent acquisition/ management, staff care and wellbeing, and leadership development, performance management, development.
* Significant experience in working on humanitarian crises in a range of different contexts.
* Capability to analyse the local labour law and its practical application in the workplace.
* Demonstrable awareness of the Core Humanitarian Standard and its use in a P&C function.
* Proven experience in field-level representation with key stakeholders and coordination with peer NGOs and UN actors.
* Committed to actively upholding Plan International's vision, values and behaviours and policies, including the Say Yes! To Keeping Children Safe Policy.

**Desirable**

* Fluency in English and at least one other language (e.g., French, Spanish, Arabic, Portuguese)

Plan International’s Values in Practice

**We are open and accountable**

* Promotes a culture of openness and transparency, including with sponsors and donors.
* Holds self and others accountable to achieve the highest standards of integrity.
* Consistent and fair in the treatment of people.
* Open about mistakes and keen to learn from them.
* Accountable for ensuring we are a safe organisation for all children, girls & young people

**We strive for lasting impact**

* Articulates a clear purpose for staff and sets high expectations.
* Creates a climate of continuous improvement, open to challenge and new ideas.
* Focuses resources to drive change and maximise long-term impact, responsive to changed priorities or crises.
* Evidence-based and evaluates effectiveness.

**We work well together**

* Seeks constructive outcomes, listens to others, willing to compromise when appropriate.
* Builds constructive relationships across Plan International to support our shared goals.
* Develops trusting and ‘win-win’ relationships with funders, partners and communities.
* Engages and works well with others outside the organization to build a better world for girls and all children.

**We are inclusive and empowering**

* We empower our staff to give their best and develop their potential
* We respect all people, appreciate differences and challenge equality in our programs and our workplace
* We support children, girls and young people to increase their confidence and to change their own lives.

Physical Environment

As part of the core surge team, the primary purpose of the role is to deploy to emergencies globally. The post holder will deploy to a diverse range of countries and contexts. This can range from insecure environments to countries that have just been impacted by a rapid-onset disaster.

The post holder will be provided with the necessary support for such varied locations, including security training, well-being and mental health support and briefings before all deployments.

While on deployment, the accommodation, transport, and availability of services will be dependent on the context and the specific country offices policies

Level of contact with children

Low contact: No contact or very low frequency of interaction