Job Description

*A job description is a written statement that describes the employee’s role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment process by stating the necessary competencies. It is mandatory for all positions.*

Position: Human Resources Coordinator (Learning & Development)

Reports to: Human Resources & Administration Manager

Supervision of: None (Work Closely with HRM and HR Team in different locations)

Duty station: Maiduguri

Travel: 40% (Frequent travel to field/area offices)

Project number: NGFP0000

Duration and type of contract: 12 months with possibility of extension

All NRC employees are expected to work in accordance with the organisation’s core values: dedication, innovation, inclusivity and accountability. These attitudes and believes shall guide our actions and relationships.

1. **Role and responsibilities**

The purpose of the HR Coordinator (L&D) is to work closely with NRC Nigeria senior Management to assess and propose required changes, work to have in place an effective collaboration with the Country HR team and the Area offices on delivering the global, regional and country Learning and Development activities. The person will be leading and delivering the Learning and Development initiatives e.g facilitating trainings and or coordinating with consultants to deliver the initiatives. The role may also be required to handle other HR functions, ensure compliance and support to have in place reliable Country HR System keeping in view the growing needs of the country programme.

Key roles and responsibilities:

General responsibilities

1. Implement NRC’s systems and procedures at Country level
2. Ensure adherence to NRC policies, handbooks, guidelines, donor requirements, national labor laws and procedures
3. Prepare and submit reports and analysis on the different learning and development initiatives
4. Support line managers in procedures related to learning and Development
5. Advice in personnel conflicts/processes when relevant
6. Coordinate with relevant partners, suppliers, consultants and authorities when required.
7. Contribute to the development of policies, strategies, tools and new approaches, with a focus on innovation and piloting
8. Ensure that best practices are identified, documented and disseminated both within the CO and beyond
9. Provide capacity development across Area offices in the Country Office

Specific responsibilities

These responsibilities shall be adapted to the particularities of the job location and context, phase of operation, strategic focus and type of intervention. This section shall be revised whenever a new employee is hired or the context changes significantly.

1. Implement the Country Learning and Development guidelines and initiatives
2. Responsible for the coordination and conducting NRC Ways induction courses according to set timelines for all staff in Nigeria in close coordination with NRC Way Trainers in the different field offices.
3. Support country TOT trainers to deliver the NRC Ways in Nigeria
4. In close coordination with the regional L&D Adviser, coordinate and encourage staff to take online training modules to have 100% compliance
5. Plan and coordinate new Learning and Development initiatives from Head Office and the Regional Office.
6. Promote Organizational learning across the country
7. Coordination of other staff development initiatives as agreed by the Country Management Group (CMG).
8. Responsible for planning and implementing the NRC Annual Learning and Development Plan in close cooperation with Area Managers, Head of Departments, Heads of Support, Country HR Manager and Country Director.
9. Responsible for mapping Learning and Development financial forecast to feed into the annual budgets
10. Actively participate in the NRC Global Learning & Development network, sharing experiences from Nigeria and taking back knowledge and ideas that can promote the L&D function across the country and increase its relevance for field operations
11. Stimulate, document and share lessons learned and best practice on leadership initiatives and capacity building.
12. Provide support to HRM to put in place effective NRC performance management system (PMS) and train line managers in the implementation of the NRC performance management system.
13. Contribute to strengthen performance management in Nigeria and ensure clear links and pathways to career and professional development
14. Develop new Learning and Development resources /modules, convert face-face modules to online modules as required
15. Train the HR teams and line managers on all relevant HR L&D tools and procedures, including, but not limited to setting induction processes, people management, leadership etc.
16. Ensure Nigeria country Program is in full compliance with NRC People PM Project and other global/regional L&D Initiatives
17. Take the lead to develop staff learning and development system and action plan for the country program.
18. Develop relevant monitoring tools and come up with report at the end of each quarter to NRC Nigeria Management with clear recommendations and future plan of action for efficient working of HR department.
19. **Critical interfaces**

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

* Country Management Team: contribute in the development of the country strategy.
* Area Managers: Play an active role in PCM.
* HR staff in the CO, Area Office(s) (who has a technical line to this role): coaching, mentoring and training.
* Regional HR Coordinator/Adviser - L&D: technical support and advice.
* HR & Administration Manager
* Collaboration with staff representatives: personnel cases.
* Collaboration with Trainers for NRC Way courses

Scale and scope of position

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| --- | --- |
| Staff: | N/A |
| Stakeholders: | UN agencies, INGOs, local NGOs, civil society, governmental bodies. |
| Information: | Agresso, NRC People, Sharepoint/NRC Filling tree, Workplace. |
| Legal or compliance: | Terms of Employment, National labour law, NRC CoC, NRC Security policies |

1. **Competencies**

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

Generic professional competencies:

* Minimum Bachelor’s Degree in Human Resources Management or any other relevant discipline related to Learning and Development
* Minimum 2 years of experience in delivering Learning and Development programmes and organization learning and development
* Capacity to systematically enquire and to analyse trends in learning and development needs across the country
* Experience in delivering trainings and personally facilitating some
* Ability to coordinate and work well with senior Managers
* knowledge of online web-based learning and Development
* Experience in learning and development role
* Fluency in English, written and verbal

Context/specific skills, knowledge and experience:

* Knowledge of the context in Nigeria.
* Experience with organisation change.
* Experience with start-up programs in a complex environment
* Knowledge about own leadership skills/profile
* Documented results related to the position’s responsibilities
* Fluency in Hausa is an added advantage

2. Behavioral competencies (max 6)

These are personal qualities that influence how successful people are in their job. NRC’s Competency Framework states 12 behavioral competencies, the following are **essential** for this position:

* Managing resources to optimize results
* Initiating action and change
* Managing performance and development
* Empowering and building trust
* Handling insecure environments
1. **Performance Management**

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

* The Job Description
* The Work and Development Plan
* The Mid-term/End-of-trial Period Performance Review Template
* The End-term Performance Review Template
* The NRC Competency Framework

*By signing this job description, the employee accepts the terms of reference in addition to the NRC Guiding Principles, Security Policy, the NRC Code of Conduct and the general terms and conditions as stipulated in the Contract of Employment with NRC.*

**Employee Name Signature Date**

**Supervisor’s Name Signature Date**