



Job Title – Regional HR Officer (Africa)

Location	Flexible	Department	Corporate Services
Reports to (Job Title)	Head of People Africa & AME	Salary Band	D low
Matrix manager (if applicable)	N/a	<u>Competency level</u>	2
Role definition			
<p>Role purpose To provide functional and/or technical HR support and implement operational plans to enhance the organisation's performance through our people in the Africa Division. The role will primarily focus on enhancing the capacity of the regional team to offer efficient and effective day to day operational service to Country Programmes and Regional Teams. The role will also closely support the Head of People Africa & AME and the Regional HR Team in the execution and follow up of HR project activities to enable timely strategic interventions and, effective talent management in the Africa Division.</p> <p>Key outcomes</p> <ul style="list-style-type: none"> • Country teams and managers, are provided with high quality customer service and advice on operational day to day HR management, particularly around implementing CA HR policies and procedures to ensure appropriate application. • Country HR staff understand HR processes and systems and supported on any issues arising, by creating trusted relationships with key stakeholders in Country teams and at divisional level to enable successful people management. • Country HR Representatives are effectively trained and supported on the use of CA HRIS systems for People recruitment and management. • Recruiting managers are provided guidance and supported with recruitment processes on EARCU as necessary for timely broadcast and management of vacancies. • Heads of Regional Teams are supported in managing senior level, regional/global level recruitments and offered the necessary advice, accompaniment and support, while making the necessary links with Country Programme HR staff and ensuring the recruitments follow CA's best practice. • Periodic workforce reports and updated performance scorecards are updated and submitted to ensure people management accountability across the Africa Division and, inform decision making and the development of appropriate interventions. • Together with the other members of the Africa people team and the wider global people functions, a good and complete induction programme is in place to support the integration of new starters as necessary. • Contribution is made to the development and support offered for the understanding of CA policies and procedures, and their role out effectively coordinated. • Coordination of ID HR Community of Practice meetings and the Global Staff Representative meetings as appropriate. • Working closely with the Regional People Business Partners, complex case work is supported ensuring adherence to labour laws, HR policy and effective record management. • Assistance to countries on scale up support to emergencies in conjunction with the Humanitarian Team. • Backfill HR support is provided to Country Offices as necessary in change management and/or in the event of resource gaps or expansion of programmes. • Delegated projects are successfully managed and delivered according to the HR Plan Objectives. <p>Role agility</p> <p>On call/unsocial hours Yes</p>			

Surge capacity for emergency responses Yes - could be required to travel for more than 75 days p.a. and for a period of up to 3 months but for no more than 6 months p.a. with no less than one month's interval between postings unless in extreme circumstances.

In order to respond to ever changing demands within the environment, Christian Aid operates within an agile framework (both in workforce and operational) that requires from all employees, a high level of responsiveness and adaptiveness to processes and structures making flexibility and a project based working approach the norm. To sustain this system, managers may/will agree further details of specific tasks and duties 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, and employees may be required to change the focus of their role from time to time.

Role context

Based in a Christian Aid Country office, this role works within the Global People Function to ensure that Countries are enabled to deliver their strategies effectively through their people, and that staff and volunteers excel and thrive while working at Christian Aid. To be successful in the role, the post-holder needs to understand the organisational HR Policies, Procedures and Systems, as well as be technically adept at HR Management. The post holder will need to build excellent relationships with their key clients, managers and Country HR staff, and be viewed as a credible partner in executing HR operations. They will need to be assertive but adaptable and be able to demonstrate initiative and influence beyond their level of authority. The post holder will need to be resilient and able to meet constant challenges and demands.

Role requirements

Relationships

External

May liaise with third party service providers as well as support participate in external networks.

Internal

Works closely with other staff in the Global People Function both in the Division and overseas. Works closely with members of other regional teams such as Humanitarian, Programme Innovation and Funding, ICT Services and Divisional Leadership groups. Relates to employees at all levels in Christian Aid, especially with Managers and HR staff in client areas.

Decision making

Budgetary/savings responsibility N/A

Advises on the most appropriate and credible advice and approach to managers and employees on legal, policy and contractual HR matters, in compliance with employment legislation and best practice. Offers guidance on the most appropriate method for recruiting staff.

Analytical skills

The ability to make sense out of data and attention to detail is integral to this role. Work could be varied and complex. Ability to make sound judgement regarding the sensitivity of matters they are dealing with is critical. Compliance with employment legislation, good risk management principles and people centred form the basis for execution.

Developing self and others

Number of Direct reports N/A Works closely with managers and staff in designated business areas to provide proactive advice and support in dealing with people management issues. Works within a peer group with other People roles and the HR Tier 1s to develop and support each other.		Overall people management responsibility N/A	
Role related checks Child protection clearance Not required Counter terrorism screening Not required			
Person specification			
Applied skills/knowledge and expertise			
Essential <ul style="list-style-type: none"> • At least 3 years of professional HR work experience • Professional qualification in Human Resources and/or related field with experience in general human resources management eg HR Administration, Workforce planning, Recruitments, HR policy & Talent development. • Ability for capacity building and skills transfer including logical delivery of training in HR areas • Proven ability to plan mid-term, organized priorities and work under administrative and programmatic pressures with detail orientation and professionalism. • Experience of offering support across multiple teams • Highly collaborative and able to establish positive working relationships with all stakeholders to maximize cooperation and productivity • Knowledge of how to deliver a high standard of customer care. Able to provide timely and customer focused response. • An understanding of data protection and the need for confidentiality. • Strong proficiency in MS Word, Excel, and PowerPoint is required • Experience with HRIS • Experience in data analytics • Fluent in English 			
Desirable <ul style="list-style-type: none"> • Previous work experience in an international development organization including work within multicultural context. • Working knowledge of French. 			
Digital/IT competencies required			
Word, Excel, PowerPoint	Intermediate	Web content design & development	Basic
Internet based collaboration tools and video calling	Intermediate	Social Media	Intermediate
Data Visualisation	Intermediate		
DATE CREATED	01/08/2018		



Further details of specific tasks and duties will be agreed with the line manager and matrix 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.