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| **TITLE:** **DIRECTOR OF HR and Administration, DRC Country Office** | | |
| **TEAM/PROGRAMME: Human Resources** | **LOCATION: Kinshasa** | |
| **GRADE**: **NAT Executive/Int TIER3** | **CONTRACT LENGTH: 2 years** | |
| **CHILD SAFEGUARDING:**  Level 3:  the post holder will have contact with children and/or young people *either* frequently (e.g. once a week or more) or intensively (e.g. four days in one month or more or overnight) because they work country programs; or are visiting country programs; or because they are responsible for implementing the police checking/vetting process staff. | | |
| **ROLE PURPOSE:**  As a member of the Senior Management Team (SMT) in DRC, the Director of HR and Administration shares in the overall responsibility for the direction and coordination of the Country Office (CO). The Director of HR and Administration is accountable to the Country Director for government relationships and the provision of effective, HR, and Admin services in both emergencies and development programming contexts.  In the event of a major humanitarian emergency, the role holder will be expected to work outside the normal role profile and be able to vary working hours accordingly. | | |
| **SCOPE OF ROLE:**  **Reports to:** Country Director  **Staff reporting to this post:**  **Direct:** HR Manager, Admin Coordinator, HR Coordinator, Talent Acquisition Coordinator  **Indirect : HR Officers (Field base)**  **Budget Responsibilities:** $ N/A | | |
| **KEY AREAS OF ACCOUNTABILITY:**  **As a member of the Senior Management Team, contribute to:**   * Leadership of the DRC Country Office; * Support the development of an organisational culture that reflects our dual mandate values, promotes accountability and high performance, encourages a team culture of learning, creativity and innovation, and frees up our people to deliver outstanding results for children and excellent customer service for our members and donors; * Help design and implement a coherent organizational structure that is consistent with agency practices and appropriate to program needs; * Help establish, maintain, and improve active and regular working relationships with: host government authorities, partner agencies including humanitarian and development donors, and local and international NGOs; * Ensure DRC Country Office complies with all Save the Children Management Operating Standards and Standard Operating Procedures; * Ensure that all required support is provided promptly, at scale and in line with the rules and principles during emergencies, working closely with the Regional Office; * Assist in program proposal process to ensure that the salary scale and benefits are respected.   **Human Resources**   * Work closely with the program departments to ensure that adequate HR inputs are provided and incorporated during development and implementation of all projects/programs; * Lead long range people forecasting & HR planning for the organization; * Conduct compensation reviews, compute cost of living allowance, formulate and implement employee benefit schemes and insurance packages and review periodically to bring in best practices; * Ensure that the compensation and benefit policies are cost effective, competitive, equitable and implemented effectively; * Supervise the Human Resources function to ensure that advice and support are provided to managers and staff on interpretation and application of policies and procedures and on other HR related matters; * Supervise the development and implementation of dual mandate HR practices and processes aligned with the organisation’s overall strategy and Save the Children International Manual of Standards to meet the evolving needs of the organisation; * Ensure appropriate recruitment, retention and succession of staff including the design and implementation of compensation and performance management systems relevant for both development and emergencies, and career development for staff; * Ensure appropriate and adequate emergency HR procedures are detailed in the Country Office Emergency Preparedness Plan in order to enable rapid scale up; * Facilitate the HR aspects (such as deployment mechanisms) of the Country's Emergency Response Team; * Monitor and advise on disciplinary matters in accordance with established policies and procedures; * Mediate conflict, grievances and harassment cases; * Ensure that staff and Save the Children Associates are aware of and adhere to the Child Safeguarding Policies.   **Staff Management, Mentorship, and Development – Administration**   * Ensure appropriate staffing within Administration; * Ensure that all Administration staff understand and are able to perform their roles in an emergency; * Manage Administration team; define expectations, provide leadership and technical support as needed, and evaluate direct reports regularly; * Ensure the recruitment, training, and promotion of staff as appropriate and ensure availability of appropriate professional development opportunities for staff; * Incorporate staff development strategies and Performance Management System into team building process. Establish result based system and follow up; * Manage the performance of all staff in the Administration work area through:   + Effective use of the Performance Management System including the establishment of clear, measurable objectives, ongoing feedback, periodic reviews and fair and unbiased evaluations;   + Coaching, mentoring and other developmental opportunities;   + Recognition and rewards for outstanding performance;   + Documentation of performance that is less than satisfactory, with appropriate performance improvements/ work plans.   **Facilities Management**   * Oversee the overall maintenance of the residence/office premises, facilities assets and equipment (physical work environment) and ensure that these are secure and efficiently utilized; * Review and annually update all contracts and leases before forwarding them to the Country Director for signature; * Ensure compliance with health and safety regulations; * Ensure that internal and external communications systems function effectively and efficiently; * Ensure adequate insurance cover and keep up to date with suitability and types of cover available; * Oversee the annual preparation of the renewal of licenses and permits; * Provide logistical support to guests, visitors including partner organisations involved in SC activities ; * Support field office facilities management. | | |
| **BEHAVIOURS (Values in Practice**)  **Accountability:**   * Holds self accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * Holds team members and partners accountable to deliver on their responsibilities – and raising through appropriate channels i.e. line manager, HD, or whistleblowing mechanisms as appropriate in case of concern around results.   **Ambition:**   * Sets ambitious and challenging goals for themselves and their team and takes responsibility for their own personal development * Shares their personal vision for Save the Children, engages and motivates others * Future orientated, thinks strategically and on a global scale.   **Collaboration:**   * Builds and maintains effective relationships, with their team, colleagues, partners and external stakeholders as appropriate * Values diversity, sees it as a source of competitive strength * Approachable, good listener, easy to talk to.   **Creativity:**   * Develops and encourages new and innovative solutions * Willing to take disciplined risks.   **Integrity:**   * Honest, encourages openness and transparency; demonstrates highest levels of integrity | | |
| **QUALIFICATIONS**   * University degree (Human Resources, Management, Economics, Law) or equivalent * HR Certification (desired) | | |
| **EXPERIENCE AND SKILLS**   * Recommended a minimum of 6 years of management experience (SMT) in a corporate or an NGO environment, including experience in the development of strategic and operational Administration plans and their implementation in a professional work environment over a sustained period of time. * Ability to plan and organise a substantial workload that includes complex, diverse tasks and responsibilities in both development and emergency contexts * Willingness and ability to dramatically change work practices and hours, and work with incoming surge teams, in the event of emergencies * Demonstrated credibility with colleagues and stakeholders at all levels of an organization * Excellent oral and written communication skills in English and French, * Strong interpersonal skills with the ability to demonstrate skills in leading a multi- disciplined team through a period of change * Leadership skills, including the ability to supervise and motivate qualified professional staff with strong personal value systems * Analytical, decision making and strategic planning skills and the ability to handle multiple priorities * Ability to coach, mentor, delegate appropriately and provide developmental guidance to supervised staff * Team building skills * Competent level skills in core IT applications, particularly MS Office * A commitment to the values and principles of SC * Experience of exposure to developing countries * High level of commitment to the principles of development and to the organizational and programmatic goals of Save the Children | | |
| **Additional job responsibilities**  The duties and responsibilities as set out above are not exhaustive and the role holder may be required to carry out additional duties within reasonableness of their level of skills and experience. | | |
| **Equal Opportunities**  The role holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. | | |
| **Child Safeguarding:**  We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. | | |
| **Safeguarding our Staff:**  The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy | | |
| **Health and Safety**  The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **JD written by: Greg Allan RAMM** | | **Date: 28/02/2024** |
| **JD agreed by: Greg Allan RAMM** | | **Date:** |
| **Updated By:** | | **Date:** |
| **Evaluated:** | | **Date:** |