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| **JOB TITLE: Senior HR Coordinator – Kenya Country Office** | | | |
| **TEAM/PROGRAMME:** Support Services | | | **LOCATION:** Nairobi |
| **GRADE**: 3 | | | **POST TYPE:** National |
| **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:**  Under the supervision of the Director of HR, Admin, and IT, the Senior HR Coordinator provides high-quality HR services to the Country Office. These services include, but are not limited to, managing contracts, payroll, benefits, staff welfare, training and development, and high-level recruitments. The Senior HR Coordinator also provides technical support to the Global team hosted in Kenya, builds organisational capability to support business needs, and offers high-level operational support to managers and staff. | | | |
| **SCOPE OF ROLE:**  **Reports to:** Director of HR, Administration and IT  **Staff directly reporting to this post:** HR Officer (I) HR Assistants (2) HR/Admin Intern (1) | | | |
| **KEY AREAS OF ACCOUNTABILITY:**  **Talent Acquisition - Onboarding:**   * Work closely with HR Officer to contribute to the development and regular review of CO induction package and ensure that this is shared with all new staff before joining and available to all staff in a shared folder. * Prepare induction schedules in liaison with heads of functions/Area managers, organise for induction of new staff during their first week, including online training course employees join processes for all on boarding staff occur and documents filed in the employees’ files. * Compiling mandatory training tracker and sharing quarterly updates with the Director of HR, Admin and IT. * Support the Director of HR with the HR staff plans. * Partner with hiring managers across the business functions to fully understand their recruitment needs and ensure a recruitment campaign and selection process that enables appropriate, successful, recruitments. * Manage complex recruitment campaigns through the full life cycle from an initial intake session through to offer and on-boarding. Utilise LinkedIn and CV databases to headhunt. * Be accountable for data protection compliance for all recruitment documentation managed.   **HR & Records Management:**   * Contribute to preparing monthly HR reporting and ensure HR Reports are received for Payroll, and SMT reporting. * Work with the HR Assistant to ensure an up-to-date filing system that is compliant for ease of retrieval, reference and reporting: Personnel, Medical, Insurance and Recruitment files. * Work closely with HR Officer to ensure exit interviews are carried out and through this and other means bring recommendation and key issues to the Director of HR, Admin and IT. * Contribute to the development and review of HR policies, procedures, guidelines and business processes, to ensure that everything we do is efficient, cost effective and legally compliant. * Responsible for updating and maintaining Kenya Country Office staff lists and organizational charts. * Facilitate training of staff on HR Policies, including Code of Conduct, Anti-Sexual Harassment Policy, Diversity and Inclusion Policy and other relevant policies. * Support the Director of HR, Admin and IT in developing HR Plans and relevant learning and development initiatives. * Ensure that employees are aware of policies and best practices relating to their employment.   **Contracts & Benefits Administration:**   * Prepare employment contracts upon appointment of staff and maintain an effective contract tracking system, work with line managers to ensure end-of-probation forms are filled and staff are issued with probation confirmation letters when they fall due or issued with other appropriate communication before probation period lapses. * Track contracts for medical insurance and other staff benefits contracts and inform the HHRA are due for renewal/expiry, probation reviews and issue staff notices or renewals as appropriate in a timely manner * Work closely with HR Officers to facilitate and administer staff medical insurances, WIBA and Pensior ensuring employee insurance eligibility list is kept current. * Work closely with Finance Department to ensure value-for-money services from benefits providers, including, but not limited to, ensuring credit notes are issued promptly, informing the Director of HR, Admin and IT and Finance Department of any anomalies/concerns in service provider reports. * Support Madagascar team with regards to contract processing/signing and disciplinary processes. * Manage HR issues related to National staff payroll. Directly effecting changes affecting staffs into perpay (payroll system). * Compliance to statutory Regulations-Submit returns to NITA, FKE, Kenya Employment Authority and Institute of HR Management as required by Law.   **Learning and Development:**  As the focal point for Learning and Development (L&D), the Senior HR Coordinator will:   * Partner with line managers to identify training and development needs within the organisation through a gap analysis of strategy and the current skills set, job analysis, performance appraisal, and regular consultation with the HRD. * Lead in the development of an annual L&D Plan for the Country Office to address L&D needs as identified in performance conversations. * Design and deliver quality training programmes in consultation with the cross functional team as guided by the staff L&D Plan and SCI “How to” Guides. * Track and report on the Learning and Development budget. * Work with HR team and line managers to track, evaluate and report on training outcomes. * Keeping up to date with developments in training through networking with the Learning and Development focal persons in the region, reading relevant journals, going to meetings and attending relevant courses. * Promote E- learning in the Country Programme and ensure registration of candidates onto the platform. * Researching new technologies and methodologies in workplace learning and presenting this research. * Support Line managers and trainers by actively addressing learning gaps and recommending possible solutions   **HR Reporting:**   * Prepare month HR reports and metrics for decision making by Senior Management * Support the Director of HR, Admin and IT in preparing quarterly reports for HR Global reporting. * Prepare info graphics on the HRIS data for decision making.   **Support to Global Team based in Country Office:**   * Business Partnering Alignment: Collaborate closely with the global hub functional leaders and executives to understand their department's goals and challenges. * Compensation and Benefits: Support with the management of compensation and benefits programs, ensuring they remain competitive within the tech industry to attract and retain top talent for the hub. As part of Kenya Country programme ensure the monthly payroll for the Global Teams is processed. * Employee Development: Support the Global leadership in designing and executing talent development programs, including training, mentoring and leadership development, to enhance employees' skills and capabilities within the team. * Employee Engagement: Drive and foster a positive and engaging work environment by supporting the implementation and development of initiatives that boost employee morale, satisfaction, and retention. Conduct surveys and feedback sessions to gather employee insights to support the leadership. * Employee Relations: Handle employee relations issues, including conflict resolution, disciplinary actions, and grievances. Ensure compliance with employment laws and regulations. * Employee Wellness: Promote employee well-being and work-life balance through wellness programs, activities, and initiatives. * Performance Management: Assist with driving and implementation of proper performance management processes, including goal setting, performance reviews and feedback mechanisms. Working with the Hub's leadership to improve employee performance and development. * Workforce Planning: Anticipate future talent needs based on hub forecasts and industry trends. Develop strategies to address skills gaps and succession planning.   **Staff Leadership, Mentorship, and Development:**   * Ensure appropriate staffing and efficient & effective organisation design within the HR Function. * Ensure that all staff understand and are empowered to perform their role. * Manage team; define expectations, provide leadership and technical support as needed, and evaluate direct reports regularly. * Recruitment, training, and professional development of team as part of the wider staff development strategy. * Performance Management:   + 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 for outstanding performance.   + Documentation of performance that is less than satisfactory, with appropriate performance improvements/ work plans   **Other duties:**  Cover up for the Director of HR, Admin and IT when on official duty outside the office or leave. | | | |
| **SKILLS AND BEHAVIOURS (our Values in Practice)**  **Accountability:**   * Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values * Holds the team and partners accountable to deliver on their responsibilities - giving them the freedom to deliver in the best way they see fit, providing the necessary development to improve performance and applying appropriate consequences when results are not achieved   **Ambition:**   * Sets ambitious and challenging goals for themselves (and their team), takes responsibility for their own personal development and encourages others to do the same * Widely shares their personal vision for Save the Children, engages and motivates others * Future orientated, thinks strategically   **Collaboration:**   * Builds and maintains effective relationships, with their team, colleagues, members and external partners and supporters * 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 | | |
| **QUALIFICATIONS AND EXPERIENCE**   * A Degree in Human Resources Management or Social Sciences from a recognized University. * Minimum of 7 years management experience in a corporate or an NGO environment, of which five at a middle management level within HR department. * Must be registered with the IHRM as an Associate member. * Certification in CHRP desirable. * Sound knowledge and hands on experience of the implementation of generalist HR functions, including employee benefits * Strategic mindset with the ability to lead, inspire and achieve results in a challenging context * Demonstrated understanding of and experience in developing HR metrics. * Demonstrated attention to detail, ability to follow procedures and meet deadlines. * Demonstrated ability to effectively work in ethnically diverse teams in different locations in a high-pressure environment. * Proven training and facilitation skills. * Strong team player, collaborative and capable of building effective relationships across all levels * Proficiency in Microsoft Officer products (Word, Excel, Outlook, Powerpoint) and ability to use the internet to obtain data and reference materials. | | | |
| **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. | | |
| **Health and Safety:** The role holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. | | |
| **Updated By: NMO** | **Date: January 2025** | |
| **JD agreed by:** | **Date:** | |