

**JOB OPPORTUNITY (INTERNAL & EXTERNAL) –HUMAN RESOURCES MANAGER**

Catholic Relief Services (CRS) is the overseas relief and development agency arm of the United States Conference of Catholic Bishops. It was founded 1943 and works in over 100 countries globally. CRS has worked in Southern Sudan since 1989, supporting and implementing initiatives in Emergency Response, Peace-building, Agriculture, Health, Education, and Income Generation. CRS' work reflects and expresses the principles of Catholic Social Teaching however CRS assists persons on the basis of need, not race, creed, or nationality. Catholic Relief Services South Sudan Program wishes to recruit highly competent, proactive and self-driven person (**South Sudanese National only**) to fill the position of **Human Resources Manager** to be based in Juba.

**ABOUT CRS:**

Catholic Relief Services carries out the commitment of the Bishops of the United States to assist the poor and vulnerable overseas. Our Catholic identity is at the heart of our mission and operations. We welcome as a part of our staff and as partners people of all faiths and secular traditions who share our values and our commitment to serving those in need.

**JOB SUMMARY:** Support the attainment of CRS South Sudan Program objectives through the provision of dedicated quality HR services, professional advice, and ensuring HR systems, policies and procedures are developed and implemented in line with organizational vision, mission, and strategic objectives. Contribute to risk management by advising managers on the interpretation/application of HR policies and procedures and ensuring Country Program employment and human resource management practices meet agency and donor standards and are in compliance with local labor law.

Analyze country office issues and requests related to human resource management and administration and recommend to SMT initiatives, activities, and opportunities for innovation and improvement of the HR function in alignment with business needs to attract, develop, motivate and retain a human resource base that is dedicated to high quality performance.

**FUNCTIONAL RESPONSIBILITIES**

**Strategic Human Resource Management**

- In consultation and coordination with the Country Representative/Country Manager, Head of Programming (HoP) and Head of Operations (HoOp), define HR strategy in line with CP strategic objectives and develop, maintain, and support implementation of a CP staffing plan.
- Support the agency's Human Resources strategy.
- Develop and ensure HR policies, procedures, systems, and processes align for all HR functional areas and that programs are in line with agency values and principles.
- Confer with management and supervisors to implement a workforce planning system by identifying future staffing needs, including key competencies to support the attainment of CP objectives.
- Work with senior managers to optimize organizational structure for maximum operational efficiency.

- Analyze and report on personnel data, performance, metrics, and trends to support decision-making and efficient operations.
- Ensure mechanisms are in place for appropriate delegation of authority during absences of senior staff.
- Participate and contribute to regional and global community of practice on HR systems, standards, and policies.
- Collaborate with key partners to assess and strengthen their human resources capacities.

### **Talent Acquisition, Development, and Management**

- Ensure that GOSS legal regulations and CRS policies are followed in management of staff recruitment.
- Work with hiring managers to source, recruit, and retain high quality staff aligned with agency vision, mission, and values.
- Confer with management and supervisors to identify human resource needs, job specifications, job duties, qualifications and skills, team fit, and weighted criteria for evaluating candidates for open positions.
- Ensure an HR representative participates in hiring committees for all positions. Participate in final hiring decisions for all positions.
- Develop and maintain network of contacts to help identify and source qualified candidates and best advertising sources
- Ensure appropriate reference and background checks are carried out for new hires Manage documentation for offers for new hires, working with CR or designee on salary recommendations. In conjunction with CR and hiring manager or supervisor, negotiate offers with candidates for open positions.

### **Talent Development and Management**

- Develop staff retention strategy in consultation with SMT, the region, and HQ Talent Acquisition Group. Guide and train managers/supervisors on best practices in talent acquisition and retention.
- Support, implement, and evaluate programs and processes for succession planning, talent mapping, and leadership development.
- Support SMT in reviewing performance of CP, identifying staff training needs, and developing action plans for staff development and ensure funds for workforce development are budgeted and utilized appropriately.
- Work with senior staff to establish training and career paths for all job families in the CP.
- Assist implement agency's ongoing training programs
- Ensure all phases of the performance management system are implemented according to agency guidance,
- Oversee the orientation/on-boarding system for national and assist in in-country orientation for international staff including providing the region and country-specific information for the orientation of new international staff.

### **Compensation and Benefits**

- Perform job analysis and advise on job description development.
- Provide guidance and input to senior managers and business development staff to ensure salaries and benefits are appropriately budgeted for.
- Regularly review national staff compensation packages to ensure that salaries and benefits are in line with legal requirements, that benefits administration is in line with best practices and are competitive with targeted industry.

- In collaboration with Regional HR Manager, and managers, review job and salary banding systems to ensure salaries are managed based on job content and that merit pay systems are fair and based on performance.
- Ensure effective management of social security and insurance programs for national staff.
- Ensure Finance department receives all payroll related changes in a timely manner
- Provide guidance and ensure implementation of rewards and recognition programs including merit increment and service awards.

### **Employee Relations, Activities, and Wellness**

- Assess effectiveness of current HR policies/procedures and recommend changes to improve alignment with business needs, manage risk, and remain in line with agency and local government changes.
- Advise managers on the interpretation/application of HR policies and procedures to ensure compliance with agency, donor, and local legal requirements.
- Liaise with Ministry of Labor on staff related matters
- Liaise with local legal counsel to consult on HR issues as needed.
- Consult and advise senior managers on highly confidential and complex human resources and employee relations issues.
- Support supervisors and senior staff to deal firmly and promptly with performance, discipline and grievances issues.
- Establish an effective approach to employee relations, including staff communications, employee engagement, conflict resolution, and employee recognition and feedback programs.
- Represent the organization in forums related to HR management practices, policies, and processes to stay abreast of local labor regulations and industry best practices.
- Advise management and supervisors on disciplinary action process. Oversee the implementation of the staff wellbeing policy
- Manage national staff separation process including liaison with Labor Office, management of exit interviews, separation letters and benefits, and clearance, ensuring CRS policies and procedures and local labor laws are followed.

### **Personnel Administration and Documentation**

- Ensure personnel files are complete with all staff-related documentation and employment records as required per CRS, donor, and local law.
- Ensure job descriptions are up to date and responsibilities and performance expectations are clearly communicated.
- Ensure effective and efficient processing and authorization of national staff timesheets and leave.
- Ensure HR records are maintained up to date with all relevant information.
- Ensure proper internal control for all human resources issues. Address HR audit issues and lead the closing of any HR Audit findings.
- Field Offices Support
- Provide support field Office HR day to day activities including recruitment matters
- Ensure that the field office managers and HR teams have access to HR policies and procedures
- Liaise with the field locations to ensure relevant documents are sent to the Juba HR office for filing and processing in a timely manner
- Provide technical support to the Bor Office HR Manager

### **Other responsibilities**

- Ensure proper leave records are maintained
- Ensure that all national staff complete and accurate timesheet on a monthly basis

- Manage recruitment of temporary staff
- Ensure that all regular HR reports are submitted to relevant departments/officer in a timely manner (finance, SMT and region)

### **Supervisory Responsibilities**

Supervise the following positions: Senior HR Officer, HR Officer(s), HR Assistant

### **Agency-wide Competencies (for all CRS Staff)**

These are rooted in the mission, values, and principles of CRS and used by each staff member to fulfill his or her responsibilities and to achieve the desired results.

- Serves with Integrity
- Models Stewardship
- Cultivates Constructive Relationships
- Promotes Learning

### **KEY WORKING RELATIONSHIPS:**

- **Internal:** CP Senior Management Team or Senior Leadership Team; Field Office Managers, All CP Staff; Regional Human Resources Manager, DRD/MQ, Other CP HR staff, EARO & HQ HR staff.
- **External:** Representatives of local government authorities; peers from other NGOs in the country; local legal counsel; providers of HR-related services; CRS partners, consultants.

### **MINIMUM REQUIREMENTS:**

#### **Education and Experience**

- Bachelor's degree in HR Management, Business Administration or Organizational Development preferred or equivalent relevant experience and Bachelor's degree.
- Minimum of 3-4 years work experience in HR, either with an International or local NGO, with at least 2 of these years managing an HR function
- Demonstrated ability to analyze and interpret employment laws, regulations, policies, principles, concepts, and practices. Thorough knowledge of the local labor law.
- Strong experience in presenting, facilitating, and coaching on HR topics.
- Experience using MS Windows and MS Office packages (Excel, Word, PowerPoint), Web Conferencing Applications, HRIS.

#### **Personal Skills**

- Strong relations management abilities. Ability to relate to people at all levels internally and externally. Strategic in how they approach each relationship.
- Demonstrated managerial skills
- Excellent strategic and analytical skills with ability to make sound judgment and decisions
- Very good planning, monitoring and organizational skills
- Able to maintain confidential information
- Proactive, resourceful, solutions oriented and results-oriented
- Strong customer service orientation with excellent communication, interpersonal and negotiation skills
- Good communication skills with demonstrated good command of English (oral and written). Ability to communicate in Arabic language is an added advantage

### **Travel Requirements:**

Approximately 25% travel.

**Disclaimer:** This job description is not an exhaustive list of the skill, effort, duties and responsibilities associated with the position.

Interested applicants should send **non-refundable** application letters and CVs together with the names of three professional referees, should reach the undersigned not later than **Friday, 8<sup>th</sup> July, 2016**. Only short-listed candidates will be contacted.

Address your Application letter and CV to:

**Senior Human Resources Officer**

Catholic Relief Services –South Sudan program, Juba Office

OR by E-mail to: [jobapps@crssudan.org](mailto:jobapps@crssudan.org)

**CRS South Sudan Program is an equal-opportunity employer. In making employment decisions it does not discriminate on the basis of gender, ethnicity, religion or political affiliation.**