



**JOB #: HoHR-HRM-OP-11/10-1**

**JOB OPPORTUNITY**

**Position:** Head of Human Resources (1 Vacancy)

**Department:** Human Resources Management

**Reports to:** Senior Operations Manager

**Location:** Juba

**Job summary**

The Head of HR will provide overall strategic HR direction and will assist the Country Program' (CP) efforts in strategic workforce planning, recruitment, talent development, employee relations, retention, and orientation/onboarding in support of high-quality programs serving the poor and vulnerable. This position will technically supervise and work with managers in the sub-offices and HR staff to strengthen the HR management capacity throughout the CP and will institute the use of CRS HR management standards and good HR industry systems, processes, and practices.

**Job Responsibilities:**

- Provide strategic guidance and coaching to guide senior management, HR Managers in sub-offices and supervisors on complex HR issues, in understanding and implementing county-program policies and practices related to workforce planning, REDI, safeguarding, performance, discipline, positive employee relations and related topics.
- Lead CP management efforts in ensuring culture alignment with CRS mission and guiding principles, where dignity, diversity, community and rights and responsibilities of all staff are valued.
- Support the implementation Agency Strategy 2030 including local leadership empowerment.
- Manage HR processes and activities to ensure they meet latest agency, donor, and local legal requirements and standards and reflect best practices.
- Work closely with the Regional People Officer and partner with our learning professionals to develop and implement trainings to ensure our agency culture exemplifies "respect for human dignity", embrace compliance as a means to improve employee relations and engagement, enhance team morale and improve agency performance in support of 2030 strategy.
- Effectively manage talent and supervise. Manage team dynamics and staff well-being. Provide coaching, strategically tailor individual development plans, and complete performance management for direct reports.
- Coach and senior management and HR Managers in remote location on the employee experience expectations as part of positive employee relations, compliance, employee engagement, performance management, and the training and development of employees.
- Lead training and professional development needs assessment and analysis and ensure the provision of focused and precise development programs for CRS staff and partners.



- Ensure staff retention strategies reflect competitive and equitable compensation and benefits and a work environment that fosters staff engagement, empowerment through proper supervision, and personal and professional growth.
- Act as the CP's key point of contact, internally and externally, on all HR-related matters. Represent the organization in forums related to HR management issues to stay abreast of standards, local laws, and industry best practices and to maintain peer contacts.
- Oversee record keeping through personnel files and/or Insight that adheres to required CRS, donor, and local law regulations. As needed provide analytical reports on HR-related data, metrics and trends to support decision-making, workforce planning and development.

## **Background, experience, and requirement**

### **Education and experience**

- Bachelor's degree in Human Resources Management or Business Administration required. Master's degree in HR Management, Business Administration or Organizational Development preferred.
- Minimum of five years' work experience in HR, preferably with an International or local NGO, with at least three of these years managing an HR function and strong knowledge of HR best practices and standards.

### **Personal skills**

- Analysis and problem-solving skills with ability to make sound judgment
- Good relationship management skills and the ability to work closely with local partners
- Proactive, results-oriented and service-oriented
- Attention to details, accuracy and timeliness in executing assigned responsibilities

**Required/desired foreign language:** N/A

**Travel required:** must be able and willing to travel at least 30% of the time to field locations in the country

### ***Knowledge, Skills and Abilities***

- Strong relations management abilities. Ability to relate to people at all levels internally and externally. Strategic in how they approach each relationship.
- 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

### **Preferred Qualifications**

- Additional education may substitute for some experience.
- Experience with and demonstrated ability to analyze and interpret employment laws, regulations, policies, principles, concepts, and practices. Thorough knowledge of the local labor law.



- Staff management experience.
- 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.

### **Key Working Relationships**

**Supervisory:**

**Internal:**

**External:**

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

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

- Integrity
- Continuous Improvement & Innovation
- Builds Relationships
- Develops Talent
- Strategic Mindset
- Accountability & Stewardship

### **Competence Relevant for the Specific Position**

#### **Monitoring, Evaluation, accountability, and Learning (MEAL) competencies**

- **Monitoring:** implements monitoring activities and processes according to the project's Detailed Implementation Plan and MEAL system.
- **Evaluation:** Facilitates the use of monitoring data during quarterly participatory reflection events and other for a with partners and other stakeholders to inform project decisions.
- **Accountability:** actively seeks and responds to feedback from all members of targeted communities and other stakeholders
- **Learning:** promotes the application of learning to improve program quality and to strengthens agency influence among external stakeholders.

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

**CRS' talent acquisition procedures reflect our commitment to protection children and vulnerable adults from abuse and exploitation.**

#### **Application Submission:**

**PLEASE MARK YOUR APPLICATION/EMAIL SUBJECT WITH THE JOB #: HoHR-HRM-OP-11/10-1**

Interested Candidates should submit a **non-refundable** application letter and CV together with the names of three professional referees not later than **November 29<sup>th</sup>, 2021**. Application should be submitted to CRS' office **Juba** or by email to: **southsudanvacancies@crs.org**



Only short-listed candidates will be contacted.

**Equal Opportunity Employer**

- By accepting this job, I understand and acknowledge that CRS requires its staff to treat all people with dignity and respect and to actively prevent harassment, abuse, exploitation, and human trafficking. Further, I understand that if I am a successful candidate. I will be subject to a comprehensive background check, and my personal/professional referees will be asked to evaluate my behaviors related to the above safeguarding- related topics.
- Female candidates are ***HIGHLY*** encouraged to apply!

