



POSITION: People & Culture (HR) Manager
DEPARTMENT: People & Culture (P&C) Department
LOCATION: Afex Rivercamp Hotel Near Konyo Konyo Market, Juba, South Sudan
REPORTS TO: Director of People & Culture

ABOUT INKOMOKO

Inkomoko supports entrepreneurs - including refugees and displaced people - to grow their businesses in order to improve livelihoods and to create thriving communities.

Founded in 2012, Inkomoko has worked with nearly 60,000 entrepreneurs, and provides a combination of training, consulting, access to finance, and market-level systems change. Inkomoko has 350+ staff in 18 offices across Rwanda, Kenya, Ethiopia, and South Sudan with plans to reach 550,000 clients in the coming years.

Inkomoko opened as an INGO in South Sudan in July 2023 with headquarters office in Juba, and programming in Central Equatorial State and Upper Nile. In year one, we will serve 600 entrepreneurs. In order to achieve this, we are looking for highly-skilled colleagues to launch the company and expand the work in the coming years.

INKOMOKO VALUES

All staff at Inkomoko are connected to a shared set of organizational values:

- Purpose: be solutions-oriented and produce high-quality work and be a global leader.
- Achievement: push yourself to reach beyond what you think is possible.
- Improvement: be humble and committed to continuous learning and growing through giving and receiving open and accurate feedback.
- Bravery: willing to take risks, create a safe space for others, be compassionate, inclusive.
- Tuko Pamoja ("We are together"): appreciate your colleagues, celebrate success, and support each other in hard times.

THE OPPORTUNITY & RESPONSIBILITIES

As Inkomoko is growing, the P&C Department is aligning with business priorities to be well placed to serve the fast growing Organization both operationally and strategically.

There is a need for a dedicated People & Culture (P&C) Manager to contribute to the set up of our new South Sudan operations and the P&C Strategy, focusing on Business partnering; policy and procedures implementation, employment act compliance, country specific recruitment, performance management and general P&C operations.

The P&C Manager will implement practices and activities of the P&C Department in South Sudan providing a full spectrum of P&C services and programs linked to short and long-term organizational needs and objectives.





S/he will work closely with the Regional P&C team to support the achievement of the P&C strategic objectives through the development, implementation, and management of activities. The P&C Manager will serve as a consultant and provide day to day guidance to the staff.

Reporting to the Director of People & Culture with a dotted reporting line to the Managing Director, South Sudan, the P&C Manager can expect these range of responsibilities, among others.

Specific responsibilities

Recruitment (25% time)

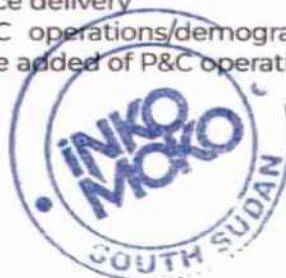
- In collaboration with the talent acquisition team, develop the recruitment policies and procedures
- Employer branding: Attraction and recruitment of talent and management of all the South Sudan specific recruitment processes to meet company objectives
- Recruitment: Work closely with the external recruiters and Regional teams to hire the best candidates
- Internal stakeholder management: Conduct recruitment kick off meetings for each opening with the hiring managers to establish the needs, agree on recruitment expectations, process, and participation of various team members in the hiring process.
- Interviewing: Set up interviews with candidates and company reviewers, create job matrix, share materials before interviews, compile reviewer feedback, prepare and administer written exams for applicants.
- Hiring: Conduct background checks, provide relevant information for finalization of contracts
- Communications: Highly professional correspondence to successful and unsuccessful candidates
- On-boarding: Coordinate onboarding meetings of all new staff, communicate to various team members to ensure successful onboarding documents and tools are prepared on-time (National Social Insurance Fund (NSIF) forms, email, first day's meetings schedule, etc)
- Update the P&C colleagues with information to feed into the Org. wide recruitment tracker with status of all open positions.

Strategic Business Partnering (25% time)

- Works closely with employees to improve work relationships, build morale, and increase productivity and retention.
- In collaboration with the regional P&C team, support as an Business Partner and/or mentor/train/coach people managers as assigned
- Provide technical expertise on human resources processes (including but not limited to Recruitment, Staff onboarding, talent management and development), organizational policies and practices in order to facilitate the attraction and retention of competent staff that embrace a culture of continuous learning and performance within Inkomoko
- Define change management processes to improve business performance

Enhance the P&C service delivery/P&C Operations and Administration (30% time)

- Contribute to the design, review and implementation of the new P&C policies, systems, guidelines to operate within the statutory requirements of South Sudan
- Coordinate all P&C Administration and Operations activities that include but not limited to staff bio-data management, employee welfare/medical insurance, payroll drafting for submission to the regional team for processing, contract handling etc)
- Keep updated with changes in the employment act and legislations and proactively propose changes to policy and procedures to improve the efficiency of the P&C department
- Sensitize all staff on the P&C policies and guidelines and review the systems/processes to identify and address gaps for effective service delivery
- Responsible for reporting on P&C operations/demographics, develop and manage the P&C reporting tools to measure the value added of P&C operations to the organization





- Maintain and develop good relationships with similar organizations, with ongoing dialogues concerning policies and trends
- Effectively review and process P&C operations requests and transactions, such as: personal data, pay data, and position data changes and employment contracts information
- Supervise and ensure that staff physical files and data records in the HR Management system are up-to-date and secure (e.g leave management etc.)
- Coordinate and organize all P&C events in collaboration with the Administration team
- Ensure employees have necessary tools and facilities to perform their jobs properly

Performance Management, People development & Talent Management (20% time)

- Provide consultation to managers on talent development and performance management.
- In collaboration with the talent development team, ensure planning, monitoring, and performance reviews of employees by training managers to coach and give feedback to employees and resolving employee grievances.
- Conduct training needs assessments, management and conduct training on topics ranging from P&C policies and procedures to professional and leadership skill development.
- Provide appropriate support to employees and managers in addressing unsatisfactory performance-ensure that underperforming employees are identified, and specific plans created with the full intention of returning them to acceptable performance.
- In collaboration with the talent development team, guide, and train people managers on their roles in the end-to-end performance management processes
- Support in following up the training & development programs are being conducted as planned.
- Coordinate the implementation of the Induction Program

WHO WE ARE LOOKING FOR

Inkomoko has found that the happiest and most effective colleagues are proactive, resourceful, self-motivated go-getters with a can-do attitude, who support their teammates with sincerity. They are strategic, but also willing to roll up their sleeves. They give and receive feedback freely.

For this role, the successful candidate will have these qualities:

- Bachelor Degree in HRM, Management or any other related field, a Master's degree will be an added advantage
- 8 years of HR working experience with exposure to HR Business Partnering; Operational Excellence, reward, employee relations, organizational culture and change management with a minimum of 3 years experience hiring in other regions of South Sudan besides Juba
- Posses a deep understanding diverse cultures and have the ability to understand and align different cultures with our Organizational culture
- Absolute confidentiality and discretion is required of this position
- Ability to manage several activities simultaneously while working under pressure to meet deadlines.
- Excellent communicator in English, both spoken and written with excellent presentation skills and proficiency in at least one local language
- Good collaboration skills - approachable, warm, honest, transparent, and able to manage up with confidence and the ability to build relationships with colleagues
- Proficient in Microsoft Office (Word, Excel, and PowerPoint) and HR Management Systems (e.g.: Odoo)
- Experience in working independently on projects
- Understanding of South Sudanese employment act





Inkomoko seeks to reflect the communities we serve and is an affirmative action/equal opportunity employer. Refugees, women, people with disabilities, and persons who reflect the diverse communities we serve are strongly encouraged to apply. We have inclusive company policies in place to ensure that we are also a good employer to those with a variety of backgrounds and life situations.

COMPANY VALUES

Our leaders embody the key tenants of the company's culture. In addition to the skills above, all candidates must demonstrate our core values:

- Purpose: we are solutions-oriented and produce high quality work to be a global leader.
- Achievement: we push ourselves to reach beyond what we previously thought possible.
- Improvement: we are humble and committed to continuous learning and growing. We improve through giving and receiving open and accurate feedback.
- Bravery: we are willing to take risks and create a safe space for others to take risks. We are compassionate and inclusive.
- Nina Maa-en ("We are together"): we take time to appreciate colleagues, celebrate success, and hold each other up in hard times. We eat goat.

WHAT YOU'LL GET

This role is a tremendous opportunity to work in a high-growth, mission-driven organization. Our compensation includes both a great culture and a competitive market-based package:

- Incredible company culture, including deep investment in your learning and growth, and a commitment to inclusion and diversity
- Ability to make a significant social impact and contribute to economic growth
- Competitive salary, and potential KPI-based bonus
- Favorable policies like health insurance, staff savings program, parental leave, sabbatical program, and more.

TO APPLY

To apply for this position please submit a cover letter, CV, and salary expectations via www.inkomoko.com/careers by 12 August 2023.

Applications will be reviewed on a rolling basis and the expected starting month of this position is September 2023.

Hand delivery of applications should be done to INKOMOKO office, located at Afex Hotel, Juba.

If you have any questions, please address them to the Director of People & Culture peopleteam@inkomoko.com

DEADLINE: Open until filled. Please apply as soon as possible.

Only qualified candidates will be contacted for additional information.

