

Job Description

1. **NAME:**
2. **POSITION TITLE:** Human Resources Manager
3. **POSITION CLASSIFICATION:** D
4. **LOCATION:** Flexible/Remote
5. **REPORTING RESPONSIBILITIES:**

The reporting responsibilities of this position are as follows:

Reporting to;	
<u>5.1 Direct Reporting Line</u>	<u>Reporting Areas</u>
Director of Strategic Operations and Development	All matters
<u>5.2 Functional Reporting Line</u>	<u>Reporting Areas</u>

- *Direct reports indicate those staff members this position directly reports to, and is responsible for performance appraisals of this position.*
- *Functional Reports indicate staff this position reports to or interacts with and who this position is accountable to for the specific function.*

Reported by;	
<u>5.3 Direct Reports</u>	<u>Reporting Areas</u>
Human Resources Coordinator	All matters
<u>5.4 Functional Reports</u>	<u>Reporting Areas</u>
Accounting Coordinator	All HR matters

- *Direct reports indicate those staff members directly reporting to this position, and this position is responsible for performance appraisals of.*
- *Functional Reports indicate staff reporting or interacting with this position and who are accountable to it for the specific function.*

6. OVERVIEW

The Human Resources (HR) Manager is a full-time position responsible for leading all aspects of Human Resources including recruiting/retention, benefits, hiring/onboarding, performance management, compliance, training and development, and all other HR strategy and operations. This role will provide vision, analysis and functional leadership to the Human Resources function at AWID. At the highest strategic levels, working in collaboration with the leadership team, the HR Manager works to develop an

impactful HR strategy and approach aligned with AWID's intersectional feminist values and principles. The HR Manager will work with the HR Coordinator and all staff to implement the HR strategy.

The role oversees and implements HR activities, providing a spectrum of services from tactical to strategic and will be involved in a wide range of strategic planning and internal initiatives, including the creation and implementation of organizational strategies, staffing plans, policies, and practices. The HR Manager plays a critical advisory and supportive role to all parts of the organization, as well as individual team members, and is expected to contribute to strategic direction-setting and operational problem-solving, serving as a reliable source of HR expertise enabling a thriving organization for a virtual global team.

7. MAJOR RESPONSIBILITIES

The HR Manager is responsible for delivering all aspects of the HR function, including:

- Strategic HR planning, implementation and operationalization
- HR governance and advisory
- Staff communication plans and strategies

Recruitment, Hiring, Onboarding, Offboarding, Succession Planning

- Develop strategies to identify talent; establish and conduct recruitment and hiring process for all staff from collaborating with managers on crafting job descriptions through to extending job offers
- Manage and conduct general organizational onboarding and orientation for new staffs; in collaboration with the Leadership Team (LT), develop and standardize onboarding expectations, schedules, protocols, and procedures across organization
- Manage and conduct offboarding of staff, including exit interviews; analyze data and make recommendations to the leadership team for corrective action and continuous improvement
- In collaboration with the LT, maintain and update a leadership succession plan for the group, and proactively design promotion strategies, procedures and processes

Culture

- Oversee staff-related appreciation activities led by the HR Coordinator
- Assess and advance staff engagement and satisfaction; promote an organizational culture of high quality performance and professional development and growth that values learning, shared leadership and teamwork and is grounded in AWID's values of intersectional feminism and anti-oppression
- Modelling and facilitating wellbeing practices; support wellbeing of team members, including discussion and implementation of relevant accommodation procedures where relevant.
- Ensuring there is effective communication and collaboration in the team and across teams and areas
- Serve as HR contact for all staff; proactively engage staff to improve working relationships, build morale, and increase productivity and retention; communicate openly and frequently, keeping staff informed on benefit resources, and other pertinent information
- Provide leadership with management and staff to develop, communicate and administer human resource policies and procedures that will maintain and improve staff relations and shape organizational culture

- Exhibit understanding, sensitivity and responsiveness to cultural differences present in the staff population; oversee the creation and implementation of programs that build momentum for diversity, equity, and inclusion
- Manage and resolve complex staff relations issues; where applicable, conduct effective, thorough and objective investigations
- Maintaining relationships with staff in other programmatic and non-programmatic areas to facilitate smooth coordination and communication
- Participating actively in organizational meetings, committees and working groups as required

Compliance

- Guide the leadership team and staff actions by researching, developing, writing, and updating policies, procedures, methods, and guidelines following all applicable laws and regulations
- Provide leadership and direction to ensure compliance with employment-related laws and regulations in registered countries; advise management on necessary actions in alignment with current employment law requirements; provide guidance and training to staff as required
- Maintain in-depth knowledge of changing employment regulations in registered countries and implement policies, procedures and systems by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations/committees, to ensure regulatory compliance and reduce the organization's legal risks

Strategy

- In collaboration with the Leadership team, develop an HR strategy and approach that aligns with AWID's values and principles, and is founded on intersectional feminist principles
- Assess staffing requirements in line with the strategic plan
- Hold an overarching view of the HR area, and assess organizational needs to ensure that AWID's HR systems, policies and practices are enabling the organization to deliver on its work and meet its accountabilities while ensuring that these are done through a feminist intersectional lens
- Continually re-imagine and implement HR as a feminist practice, enabling intersectional values in building a culture of professionalism and care
- Provide strategic leadership in development, planning and implementation of both strategic and operational HR projects and related activities and products, ensuring alignment with annual work plans and overall HR and AWID goals and strategies. HR operations include:
 - Performance management, and learning and development
 - Policy development and implementation
 - Administration of compensation and incentive plans
 - Recruitment and onboarding
 - HR document administration
 - Payroll administration
 - Benefits administration
- Work closely with the Directors Team to develop staffing strategies through forecasting current and future human resources' needs and provide strategic input on staff restructures, new position creations and succession planning

- Review and make recommendations to the leadership team for improvement of AWID's policies, procedures, and practices in HR; propose strategies for organizational development and effective talent management
- Maintain knowledge of trends and best practices in non-profit HR management, and bring these learnings into AWID in an appropriate manner, aligned to AWID's values and principles
- Oversee, develop, review, implement and evaluate organization's policies, procedures, and practices in human resources and propose strategies for organizational development and effective people management
- Oversee and be responsible for the annual HR and professional development budget, in adherence with all relevant policies and procedures of AWID and program objectives
- Implement and adhere to internal financial controls, engages in regular monitoring of expenditures, and approves expenditures within the function in accordance with the approved budget and established organizational policies
- Ensure the timely and effective implementation of HR activities and deliverables
- Provide the HR team with appropriate support, leadership and facilitation of shared leadership, capacity-building and mentoring for effective project management, work prioritization, and work planning
- Provide leadership and share information and knowledge on HR strategic priorities among internal and external stakeholders
- Ensure alignment, information-sharing and synergy between the HR team and other AWID teams by providing relevant project teams with appropriate support and leadership, and by liaising with other teams, managers and directors as needed
- Design, develop and provide decision support through HR metrics

Payroll

- Monitor budgets for recruiting, training/staff development, and benefits programs
- Manage all HR administration, including the organization's benefits programs, and provide payroll support to the Finance department; manage relationship with benefit brokers, address staff benefits questions; propose additional benefit options pertinent to the organization's staff

HRIS/Technology

- Maintain and maximize implementation of human resources information systems (HRIS); track and apply relevant organizational/human resources metrics; contribute information, analysis, and recommendations to the leadership team's strategic thinking and direction; advance use of technology in HR functions and activities to support programmatic and statutory needs.

HR governance and advisory

- Ensure that HR decisions are just, transparent and deliver on desired outcomes in alignment with AWID values and principles
- Advise all parts of the organization (both individual team members as well as teams, groups, and other organizational spaces) on HR matters, and facilitate problem-solving by serving as a reliable, credible, and expert source of HR knowledge and best practice
- Lead in offering value-aligned solutions to complex HR needs in the organization
- Take immediate and urgent action in consultation with the Co-EDs as per policy on whistleblowing, grievances, conflicts or other relevant matters

- Bridge collectively organization and individual staff relations by addressing demands, grievances or other issues
- Provide professional HR advice and coaching to the AWID team on both HR matters (e.g. recruitment, performance management, and staff relations) as well as role related HR responsibilities (i.e. supervisory role)
- Ensure the team delivers clear, timely and accurate outputs for PMEL, organizational, development and operational processes:
 - Ensure the effective implementation of team plans, including realistic planning and team commitment
 - Participate in and/or keep informed about all relevant coordination meetings (project, initiative, managers, etc.) and follow-up on decisions made in them
 - Build internal knowledge on and understanding of HR issues for all staff.
- Proactively identify, manage and mitigate HR risks to the organization working closely with the Co-Executive Directors and management team

Staff Communication plans and strategies.

- Oversee and lead on staff relations activities and communication, including all staff updates
- Contribute to, and develop and implement activities to strengthen organizational sustainability and resilience from an HR lens, including participating in planning teams for staff retreats and delivering on selected sessions

Organizational Processes

- Actively participating in Managers' training opportunities and applying their learnings
- With Directors' support, guide and encourage the teams in reflecting and learning about the work they do and documenting those learnings
- Oversee HR team coordination meetings to ensure all relevant information is shared, provide guidance and recommendations to the team, ensure that deliverables are being met and the team work plan is up-to-date and realistic
- Support team members to set clear annual performance objectives and identify development goals, develop their annual Learning and Development Plan, and provide regular and constructive feedback
- Conduct thorough regular one-on-one check-ins, provide guidance and coaching to those staff reporting directly to help enable them to meet their performance objectives
- Contribute to the development of a high-quality team of staff in the organization through participation in recruitment, orientation, evaluation and career development
- Work with Directors and other Managers to address the HR, financial and legislative issues as they arise to ensure that AWID is effective in achieving its outcomes, as well as undertaking itself as a strong feminist organization
- Overseeing HR work-planning, monitoring and evaluation processes.
- Ensuring HR team coordination meetings are participatory, engaging and productive

Please Note: The above JD contains the main responsibilities and duties of this position. However in an ever evolving organization such as AWID, staff members are expected to show flexibility in their approach to work and be willing to undertake other tasks that are reasonably allocated to them but which are not part of their regular JD. Where any task becomes a regular part of staff member's responsibilities, the JD should be changed in consultation between the manager, the staff member and the responsible HR person. Any one of the three may initiate the consultation.

8. POSITION SPECIFICATIONS:

Essential Values and Competencies

- Value a feminist intersectional framework and its implications for organizational practices and committed to the principles of feminism, anti-oppression.
- Transparency and accountability
- Critical thinking and analysis
- Strategic risk management
- Attention to detail
- Build strong and genuine interpersonal relations
- Coaching and developing teams
- Self awareness and insight
- Positive conflict resolution
- Ability to multitask

Essential Knowledge, Skills, Abilities & Experience

- More than seven years of progressive experience and five years' experience in a similar role or roles responsible for overseeing, developing and implementing human resources/people and culture strategies and plans for a value-driven non-profit organization
- Demonstrated experience in leading the high-stakes HR functions of a complex non-profit organization within a complex, bold, multi-stakeholder program strategy
- Excellent organization skills with extensive experience in project and program management, ability to develop, monitor and evaluate an operational plan with multiple projects, multiple deliverables and deadlines; ability to plan, organise and lead the implementation of plans and processes.
- Demonstrated capacity to think strategically and analytically, with expertise in complex problem-solving, decision-making and critical-thinking skills, displaying good judgement
- Demonstrated knowledge of and experience in HR management; ability to work with a diverse and virtual team and engage team members, build consensus, and build high performance teams
- Experience working with diverse communities from multiple identities across the globe, in a virtual environment
- Strong time management, detail orientation and thoroughness of work
- Stress management; ability to manage role demands
- Strong expertise in the use of various software and a high level of computer literacy (online & offline office suites, team communication software & project management tools)
- Ability to travel internationally (max. two weeks per year)

Desirable Knowledge, Skills, Abilities & Experience

- Specialized experience in related areas such as organization development, international management, and non-profit management
- Experience with virtual office and online interaction platforms and apps
- Familiarity with feminist theory and women's rights frameworks
- Training or facilitation experience
- Preference for bilingual or trilingual applicants
- Experience of shared leadership models of work