JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job title:</th>
<th>Human Resources Manager</th>
<th>Location:</th>
<th>Abuja - Nigeria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Human Resource</td>
<td>Length of contract:</td>
<td>Indefinite</td>
</tr>
<tr>
<td>Role type:</td>
<td>National</td>
<td>Grade:</td>
<td>9</td>
</tr>
<tr>
<td>Travel involved:</td>
<td>Up to 20% travel within Nigeria</td>
<td>Child safeguarding level:</td>
<td>TBC</td>
</tr>
<tr>
<td>Reporting to:</td>
<td>West Africa Programmes Director</td>
<td>Direct reports:</td>
<td>None</td>
</tr>
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Organisational background
Established in 2003, Malaria Consortium is one of the world’s leading non-profit organisations specialising in the comprehensive prevention, control and treatment of malaria and other communicable diseases among vulnerable and under privileged populations. We increasingly find our work on malaria can be effectively integrated with other similar public health interventions for greater impact and therefore expanded our remit to include child health and neglected tropical disease interventions.

We work in Africa and Asia with communities, governments, academic institutions, and local and international organisations, to ensure effective delivery of services, which are supported by strong evidence.

Our areas of expertise include:
- disease prevention, diagnosis and treatment
- disease control and elimination
- systems strengthening
- research, monitoring and evaluation leading to best practice
- behaviour change communication
- national and international advocacy and policy development

Country and project background
Malaria Consortium has been operational in Nigeria since 2008 first as a lead of the large DFID funded Support to National Malaria Programme (SuNMaP) and now as lead or partner on several programmes. In 2012, Malaria Consortium fully established itself in Nigeria with a long-term commitment and opened a country office. The Human Resources Manager is responsible for
overseeing the Human Resources of the country programmes including employee relations, performance management, policy and practice, workforce planning, recruitment, induction, learning and development and provides a link between the country offices to ensure a consistency of approach and high quality standards across all of Malaria Consortium.

**Job purpose**
The Human Resources Manager (HRM) is responsible for overseeing the Human Resources function for the country programme including workforce planning, recruitment, induction, learning and development, performance management, employee relations, policy and practice, and also provides coaching to managers and a link between the offices to ensure a consistent approach and high quality standards.

**Scope of work**
This role is part of the Nigeria Management Team. The post holder has individual autonomy to advise and provide support on Human Resources in country ensuring policy compliance for all our HR needs across the employee life cycle. This is a standalone position. The post holder will be accountable for the HR administration, resourcing, succession planning, learning and development, reward and employee relations for the country programme, in accordance with Malaria Consortium’s Nigeria strategic and operational objectives, principles and values.

**Key working relationships**
The HRM will manage the Nigeria Human Resources function reporting to the West Africa Programmes Director and will interact with all staff providing advice on HR issues. This position has technical reporting to the Human Resources Director based in the UK. The HRM role is an integral part of the senior management team in country and work closely with the management, finance, technical and operations team in country.

External working relationships will include GRID, legal advisors, Labour office and other non-government organisations.

**Key accountabilities (percent of time spent on each area)**

**HR Policies and Strategies (20%)**
- Establish the in-house HR function in Nigeria and lead on the transition of staff and HR processes from the existing outsourcing company to the organisations processes and systems
- Ensure that all HR policies, processes and projects are in line with the HR strategy and support organisational objectives
- In collaboration with the HR Director, periodically review and update the Malaria Consortium Nigeria Employee Handbook ensuring that it reflects global policies, good practice and is legally compliant
- Ensure that Malaria Consortium HR policies are communicated to and well understood and implemented by all staff, and provide training as required
- Keep up to date with changes in employment legislation advising managers and employees of significant changes and updating policies and procedures as required
- In collaboration with the HR Director, conduct and participate in salary and benefits surveys to ensure competitive compensation and benefits plans. Review data with senior management and make suggestions for improvements where practicable.
- Advise senior management on pay and other remuneration issues in accordance to the salary and benefits policies

Last updated 14/08/2017
• Work with the business development team on project design to ensure the suggested staffing fit within the approved salary scale and advise on management structure that is efficient and offers
• Work with Malaria Consortium HR Director to develop and implement HR corporate programmes as assigned

Recruitment (30%)
• Maintain the headcount of the country programme
• In collaboration with department heads to assess staffing needs and initiate the recruitment process in accordance with Malaria Consortium Recruitment policy.
• Support line managers in recruitment and selection activities, placing advertisements, sifting CVs, organising interviews, interviewing, maintaining records, reference checks and, preparing contracts for both full time staff and consultants as required.
• Support the on boarding of global and national staff including, work permit applications, medicals, inclusion on benefits, and induction.
• Conduct training in selection and interview skills
• Conduct HR induction and coordinate organisational induction for all new recruits.
• Support managers on defining and implementing training for new recruits for all Nigeria based staff, interns and volunteers.

Consultants Database and Contracting Management – 10%
• Overseeing consultant management process as required, ensuring and tracking (time line, reporting, payments) compliance and deliverables; prepare an internal review of the consultant performance on completion of the contract
• Periodically liaise with Program Managers to update technical skills required for consultancy requests and maintain and update the database informed by feedback
• Oversee call for expression of interest for consultancy database update
• Act as super user for the consultant database

Performance and Professional Development Management (15%)
• Monitor that probationary period objectives are set within two weeks of stating employment and end of probation appraisals are carried out in a timely manner
• Coordinate the performance management process, in accordance with Malaria Consortium’s global policy.
• Design the annual learning and development plan and track its progress.
• Implement and evaluate training programmes for staff development in accordance with Malaria Consortium’s policy and available budgets.
• Keep training records and budget up to date and report to management
• Conduct training of management and staff in the performance management process and skills
• Maintain and coordinate employee motivation and recognition programmes.
• Provide guidance to staff on career development

HR Administration and Day-to-Day Management (20%)
• Create and implement the transfer of national employees from the outsourcing company to Malaria Consortium systems and processes.
• Tran all staff based in Nigeria on the new HR in-house processes that will mirror global processes and comply with internal policy.
• Maintain accurate and up to date records (paper and electronic) of staff, consultants, interns and volunteers.
• Maintain the HR information system (Cascade) and processes
• Train managers and staff in the HRIS Cascade
• Track HR data for contract renewals and other significant HR events and anniversaries
• Compile management reports from database on a monthly and quarterly basis as directed by the West Africa Programmes Director and the Human resources Director
• Support Malaria Consortium HR Director London on providing accurate data and reports as and when required and provides ad hoc information to management when required.
• Provide counsel to all employees on issues concerning employee relations guided by Malaria Consortium policies.
• Support managers through disciplinary and other employee relations matters
• Ensure that all employees are insured under the Group Personal Accident (GPA) cover, monitor workers’ compensation claims and work with the contracted Insurance providers to manage claims.
• Manage MC Nigeria benefit’s programmes and ensure payroll adjustments are communicated to finance section by 19th of every month.

Employee relations (5%)
• Represent employee issues to the senior management team and vice versa.
• Provide counsel to all employees on issues concerning employee relations guided by Malaria Consortium policies.
• Support managers through disciplinary and other employee relations matters
• Proactively manage staff terminations including exit interviews
• Develop and implement staff retention processes to minimise attrition rates

Person specification

Qualifications and experience:

Essential:
• A Bachelor’s degree in Business Administration, Human Resource Management or related discipline
• A post graduate qualification in Human Resource Management
• At least 4 years’ experience working as an HR Manager or Senior HR Professional
• In depth knowledge and experience in employment law, reward and recognition, employee relations and learning and development
• Experience in staff training and facilitation
• Experience in general office administration

Desirable:
• Experience working with HR databases
• Proven significant experience working for an International Non-Government Organisation
• Experience working in networks and building strong working relationships

Work-based skills:

Essential:
• Knowledge of employment law and be comfortable delivering practical advice
• Strong organisational and HR project management skills
• Ability to maintain confidentiality of all Human Resource Information
• A self -starter who is able to work on own initiative with limited supervision
• Knowledge and experience using MS-Office packages
• Fluent in English, excellent communication skills, both written and verbal;
- Flexible in approach to tasks and working hours
- Mature and professional demeanour
- Willingness to travel

**Desirable:**
- Working French language skills
- Demonstrable ability to lead and develop HR systems and processes
- Knowledge of INGOs Human Resource management issues

### Core competencies:

#### Delivering results

**LEVEL C - Supports others to achieve results**
- Displays a positive and enthusiastic approach and is not deterred by setbacks, finding alternative ways to reach goals or targets.
- Supports others to plan and deliver results.
- Supports others to manage and cope with setbacks.

#### Analysis and use of information

**LEVEL C - Analyses the external environment confidently**
- Generates a range of policy options and appraises them based on the internal and external evidence.
- Develops ways of applying new knowledge and ensures lesson-learning with self and wider team.
- Analyses the significance of external events and situations for Malaria Consortium.

#### Interpersonal and communications

**LEVEL C - Adapts communications effectively**
- Tailors communication (content, style and medium) to diverse audiences
- Communicates equally effectively at all organisational levels
- Understands others’ underlying needs, concerns and motivations and communicates effectively in sensitive situations
- Resolves intra-team and inter-team conflicts effectively

#### Collaboration and partnering

**LEVEL B - Collaborates effectively across teams**
- Proactive in providing and seeking support from expert colleagues
- Raises difficult issues with teams/ partners and stakeholders with a view to positive resolution
- Proactive in building a rapport with a diverse range of people

#### Leading and motivating people
<table>
<thead>
<tr>
<th>LEVEL C - Effectively leads and motivates others or direct reports.</th>
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<tbody>
<tr>
<td>✓ Gives regular, timely and appropriate feedback</td>
</tr>
<tr>
<td>✓ Acknowledges good performance and deals with issues concerning poor performance</td>
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<tr>
<td>✓ Carries out staff assessment and development activities conscientiously and effectively</td>
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<tr>
<td>✓ Develops the skills and competences of others through the development and application of skills</td>
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<td>✓ Coaches and supports team members when they have difficulties</td>
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**Flexibility/ adaptability**

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<th>LEVEL C - Supports others to cope with pressure</th>
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<tr>
<td>✓ Responds positively to change, embracing and using new practices or values to accomplish goals and solve problems and supports others to do the same</td>
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<tr>
<td>✓ Adapts team approach, goals, and methods to achieve solutions and results in dynamic situations</td>
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<tr>
<td>✓ Sets realistic deadlines and goals for self or team</td>
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**Living the values**

<table>
<thead>
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<th>LEVEL C - Supports others to live Malaria Consortium’s values</th>
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<tbody>
<tr>
<td>✓ Demonstrates personal integrity by using position responsibly and fairly</td>
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<tr>
<td>✓ Cultivates an open culture within the wider team, promoting accountability, responsibility and respect for individual differences</td>
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**Strategic planning and thinking and sector awareness**

<table>
<thead>
<tr>
<th>LEVEL B - Is aware of others’ activities and vice versa in planning activities</th>
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<tbody>
<tr>
<td>✓ Takes account of team members and others’ workloads when planning.</td>
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<tr>
<td>✓ Maintains awareness of impact on other parts of the organisation, keeping abreast of other’s activities, objectives, commitments and needs</td>
</tr>
<tr>
<td>✓ Has a good understanding of the sector in which Malaria Consortium works</td>
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