

JOB DESCRIPTION

Job Title:	Human Resources and Administration Officer	Location:	Lomé, Togo
Department:	Human Resources	Length of Contract:	1 year
Role type:	National	Safeguarding level	4, low risk
Travel Involved:	NA	Grade:	8
Reporting to:	Country Director	Direct reports:	N/A
Dotted line manager:	HR & Recruitment Advisor	Indirect reports:	N/A

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

To prevent malaria in those most vulnerable to the disease's effects in areas where malaria transmission is seasonal, the World Health Organization (WHO) recommends seasonal malaria chemoprevention (SMC). SMC is the intermittent administration of monthly courses of sulfadoxine-pyrimethamine (SP) and amodiaquine (AQ), or SPAQ, to children between 3 and 59 months during the rainy season. Malaria Consortium has been a leading implementer of SMC since the WHO issued its recommendation to scale up the intervention in 2012. Currently, Malaria Consortium supports at-scale implementation of SMC in Burkina Faso, Chad, Nigeria and Togo, mainly using philanthropic funding received as a result of being awarded Top Charity status by GiveWell. In Togo, Malaria Consortium started supporting the

Programme National de Lutte contre le Paludisme (PNLP) in 2020. We aim to work with government and partners to ensure high-quality delivery of SMC to over 500,000 children in Centrale, Kana and Savanes regions.

To assess our performance and to support decision-making, we routinely track the quality of programme delivery, coverage, efficacy, safety, drug resistance, impact and cost. Specifically, this involves collecting and analysing administrative data, conducting household surveys and scrutinising stock consumption data. In addition, Malaria Consortium conducts research on selected SMC-related topics to maximise efficiency, drive innovation and demonstrate impact.

Job purpose

The Human Resources and Administration Officer will provide general administrative support to the office and HR function for the Togo programme. The post holder will be accountable for the HR administration in the Togo country programme, including resourcing, induction, learning and development, performance management and personnel records, in accordance with Malaria Consortium's Togo strategic and operational objectives, principles and values.

Scope of work

This position will work closely with the Country team in providing the Togo office with Office and HR administrative support.

Key working relationships

Within this position, the key internal working relationships are with the Country Finance Manager and the Country Director. The post holder will have a dotted line reporting to the HR & Recruitment Advisor based in London.

Key accountabilities

Office Administration (25%)

- Filter, prioritize, and dispatch mail, bringing important information to the attention of the appropriate person;
- Overview and filing of all Malaria Consortium in-coming and out-going written correspondences;
- Monitor the completeness of MoU and agreements, alerting the Country Director of upcoming termination dates for renewal to comply with legal requirements;
- Support in the elaboration and follow up of contracts with service providers;
- Provide regular support to internal and external meetings and setting up equipment as needed and taking minutes;
- Oversee office supplies and preparing purchase requests as required;
- Photocopy and bind administrative documents as needed;
- Write official correspondence (including minutes, reports of weekly meetings, announcements, mission orders, etc.);
- Provide first drafts for translations and / or translate basic HR information from English into French;

- Responsible for contact and follow-up with local authorities and line ministries;
Provide international travelers with letters of invitation as required;

Logistics Administration (20%)

- Manage the fleet (temporary and permanent driver recruitment and performance management, vehicle rental as required, fuel, insurance, incidents), to ensure safe and reliable access to vehicles as required by Malaria Consortium management and projects.
- Manage all Malaria Consortium country assets, ensuring they are recorded, monitored, repaired and disposed of as per Malaria Consortium policies, and the monthly and annual checks and quarterly
- Manage external service provider IT support to relevant Malaria Consortium assets, ensuring all IT equipment is maintained in a cost effective and timely manner
- National and international (via the global agent) flight bookings
- Management of capital office hotel bookings, airport pickups and drop-offs and taxi hire
- Ensure procurement for country office:
 - Provide cost estimates for supplies and services;
 - Work with requestors to ensure that specifications of purchase requisitions are clear before starting any procurement;
 - Ensure that all procurement and contract documentation is complete and handed over to finance for storage, retaining copies of relevant files when needed for good procurement management

HR Administration (30%)

- Ensure HR related invoices, expenses, purchase request forms and HR-related expenditure are processed, including visa, work permit and travel document procurement;
- Support the HR and Recruitment Advisor in collecting information for HR policies and other HR related projects;
- Prepares the monthly payroll instructions for review by the HR and Recruitment Advisor;
- Ensure staff who are leaving the organisation adhere to the leaving procedures;
- Create and maintain up to date hard and electronic personnel records for Togo-based employees ensuring accurate information is saved on SharePoint and in the HR Information System (Cascade);
- Update staff contact list, emergency contacts, organogram for Togo;
- Collate information for HR reports including KPIs;

Recruitment and Induction Coordination (20%)

- Support advertising new posts through on-line forums and with other agencies.
- Together with the HR and Recruitment Advisor, ensure that Cascade recruitment module is maintained and all candidates receive timely communication.
- Schedule interviews with candidates and confirm with all interview panels.
- In collaboration with the HR & Recruitment Advisor draft contracts, amendments to contracts and all other staff letters for all national employees for final review and sign off by the Country Director.
- Collect and save recruitment data like job descriptions, interview grids, and tests on SharePoint.
- Organise induction for new staff based in Togo following the standard agendas, to be carried out by the relevant line manager

- Requests new employee references, evidence of qualifications and relevant security checks including safeguarding, for final approval by the Country Director.
- Track completion of e-induction in the Learning Management System

Performance and Development (5%)

- Working closely with the Country Director, monitor that probationary period objectives and end of probation appraisals are carried out in a timely manner.
- Working closely with the Country Director, monitor and collate performance reviews for Togo staff.
- Collate staff learning & development needs and maintain the L&D tracker updated through the year.

Person specification

Qualifications and experience:

Essential:

- Certificate in Human Resource Management, Business Administration or a related discipline.
- HR Administration experience.
- Prior experience in a similar level, NGO experience will be an added advantage.
- Experience in human resources or administration, preferably with an INGO
- Experience in record keeping/Management.
- Knowledge of Togo employment law.
- Fluency in French
- Ability to speak and communicate in English

Work-based skills:

Essential:

- Commitment to maintain confidentiality of HR information
- Able to work on own initiative with limited supervision
- Ability to translate documents from English into French
- Excellent attention to detail.
- Good written and verbal communication skills
- Excellent interpersonal skills
- Very good in computer skills with high proficiency in Microsoft package
- Able to manage and priorities multiple tasks
- Resourceful- Able to think outside the box

Desirable:

- Flexible work style
- Willingness to learn new skills
- Knowledge of databases

Core competencies:
Delivering results
<p>LEVEL B - Takes on pieces of work when required and demonstrates excellent project management skills</p> <ul style="list-style-type: none"> ✓ Shows a flexible approach to taking on additional work / responsibilities when needed to achieve results ✓ Demonstrates excellent project management skills to agreed timescales (timelines, targets, donor requirements) ✓ Makes clear and timely decisions within remit of own role
Analysis and use of information
<p>LEVEL B- Uses evidence to support work</p> <ul style="list-style-type: none"> ✓ Identifies and uses various sources of evidence and feedback to support outputs ✓ Uses evidence to evaluate policies, projects and programmes ✓ Identifies links between events and information identifying trends, issues and risks ✓ Ensures systems are in place to address organisation needs
Interpersonal and communications
<p>LEVEL B - Fosters two-way communication</p> <ul style="list-style-type: none"> ✓ Recalls others' main points and takes them into account in own communication ✓ Checks own understanding of others' communication by asking questions ✓ Maintains constructive, open and consistent communication with others ✓ Resolves minor misunderstandings and conflicts effectively
Collaboration and partnering
<p>LEVEL C - Builds strong networks internally and participates actively in external networks and think tanks</p> <ul style="list-style-type: none"> ✓ Builds strong networks internally ✓ Participates actively in external networks and/or think tanks. ✓ Engages with relevant experts to gather and evaluate evidence ✓ Shares and implements good practice with internal and external peers
Leading and motivating people
<p>LEVEL B - Manages own development and seeks opportunities</p> <ul style="list-style-type: none"> ✓ Actively manages own development and performance positively ✓ Learns lessons from successes and failures ✓ Seeks and explores opportunities within Malaria Consortium which develop skills and expertise
Flexibility/ adaptability
<p>LEVEL B – Remains professional under external pressure</p> <ul style="list-style-type: none"> ✓ Able to adapt to changing situations effortlessly ✓ Remains constructive and positive under stress and able to tolerate difficult situations and environments ✓ Plans, prioritises and performs tasks well under pressure ✓ Learns from own successes/mistakes
Living the values
<p>LEVEL B - Promotes Malaria Consortium values amongst peers</p> <ul style="list-style-type: none"> ✓ Shows a readiness to promote Malaria Consortium's values amongst peers ✓ Promotes ethical and professional behaviour in line with Malaria Consortium's values
Strategic planning and thinking and sector awareness

LEVEL B - Is aware of others' activities and vice versa in planning activities

- ✓ Takes account of team members and others' workloads when planning.
- ✓ Maintains awareness of impact on other parts of the organisation, keeping abreast of other's activities, objectives, commitments and needs
- ✓ Has a good understanding of the sector in which Malaria Consortium works