



Director of People and Culture

Description

About Global Health Corps

Global Health Corps is a leadership accelerator mobilising a powerful network of health equity changemakers, one thousand strong and growing.

Global Health Corps believes that investing in leadership will bring real and sustainable progress in the advancement of health equity. To achieve its mission, Global Health Corps holds itself accountable to a set of core values:

- Shared integrity: We cultivate and nurture trust in ourselves and each other.
- Inclusive collaboration: We embrace the power of our differences.
- Sustainable resilience: We are intentional with our time and energy.
- Continuous learning: We seek and foster experiences that allow us to grow.

Global Health Corps is committed to fostering a diverse, highly skilled, and tightly-networked community of leaders to work together to strengthen health systems. The organisation works hard to break down the traditional barriers that limit collaboration.

About the Role

The Director of People and Culture is a strategic, mission-driven leader who manages the day-to-day HR operations and supports staff to flourish throughout the employee life cycle.

The Director of People and Culture is responsible for supporting the Senior Leadership Team and staff by performing special projects and general HR administration regarding talent acquisition and management, compensation and benefits, employee relations, legal compliance, HRIS administration and other human resources functions. This position will exercise independent judgement and discretion.

Duties and Responsibilities

The Director of People and Culture will hold a critical role in a close-knit, multi-cultural and dynamic organisation. Specific responsibilities include:

Shape Organisational Culture & People Practices

- Manage staff engagement to support GHC's cultural priority of building a trusting, respectful, and inclusive environment across staff location, background, and identity.
- Steward our staff's commitment to fostering an increasingly diverse, equitable, and inclusive work environment.

Steward Staff Performance Management, Learning, & Development

- Develop and coordinate annual performance reviews and semi-annual compensation and rewards adjustments.
- Support and advise managers in their efforts to build thriving teams and develop their direct reports.
- Oversee staff learning and development, including management of the organisation's Professional Development fund, coordination of staff step-backs and retreats, and all-staff learning experiences.

Manage Talent Acquisition, Onboarding, and Offboarding

- Oversee GHC's overarching recruitment, selection, and hiring, with a particular emphasis on consistently strengthening GHC's commitment to diversity.
- Guide and support hiring managers in conducting job analyses and preparing job descriptions.
- Design or update job descriptions as needed.
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- Use technology (e.g. social media, applicant tracking system, job boards, etc.) to support effective and efficient sourcing and recruiting a diverse staff.
- Guide and support hiring teams on using the most appropriate, equitable and inclusive hiring methods to assess candidates best.
- Coordinate pre-employment requirements such as reference and background checks, preparation of offer letters or employment contracts, benefits enrollment, new hire paperwork, etc.
- Guide and support hiring managers in designing onboarding plans and manage and track the onboarding process.
- Manage all strategic, administrative, and cultural aspects of employee exits and transitions sessions during onboarding.

Oversee Employee Relations and Risk

- Maintain GHC's personnel information and employee records.
- Support the annual financial audit, as needed.
- Manage employee relations, internal inquiries, and investigations, if and as necessary.

Manage Benefits Strategy and Payroll Administration

- Ensure staff are aware of and maximising employee benefits. Review and select benefits (e.g. health insurance, retirement plans, workers compensation, paid leave) in alignment with country regulations, people-related best practices, and new thinking in the field. Manage new staff enrollment and open enrollment periods.
- Oversee vendor management for payroll administration, health benefits and retirement plans
- Lead payroll processing for all countries of operation, working with outsourced payroll administration firms in Africa and ADP in the U.S.

Total Rewards:

- Provide timely assistance to Global Health Corps staff regarding compensation and benefits.
- Develop and update compensation and classification structure.
- Review job descriptions with line managers and assign the appropriate salary grade level.
- Process payroll changes.
- Act as Benefits Administrator: enrol and terminate employees in the system, process payment of monthly premiums, respond to employee questions regarding benefits, coordinate vendor contract renewal and open enrollment, liaise with benefits vendors, etc.

Talent Management and Development:

- Support and guide managers in managing staff performance (e.g. setting clear expectations, recognising good work, documenting and addressing performance issues, etc.).
- Coach managers and staff on creating positive working relationships.
- Prepare and submit quarterly HR reports (i.e. turnover and retention metrics, new hires, leave reports, etc.)
- Provide support and guidance during annual performance reviews.
- Provide training and webinars as needed.
- Coordinate staff offboarding, including exit interviews, handoffs, etc.

Compliance and Registration:

- Review or create HR policies and procedures, ensuring they are: (a) in compliance with applicable employment laws and (b) consistently applied.
- Maintain HR records and personnel files.
- Coordinate HR requirements during the country and state registration.

HRIS Administration and others:

- Manage and maintain HRIS (BambooHR, Lever, Dropbox, etc.)
- Manage HR projects and perform other tasks as assigned.

Skills and Experience

- **Technical HR:** Strong familiarity with international, local, state and federal employment laws and regulations. Strong background in supporting talent acquisition, talent management and development, employee relations, coaching, conflict resolution, compensation and benefits administration.
- **Ethical Practice:** Strong commitment to workplace justice, diversity, equity and inclusion. Ability to make sound judgment, exercise discretion and credibility, and act as an agent who promotes fairness, integrity and accountability across the organisation.
- **Relationship Management:** Ability to build, nurture, promote and influence healthy work relationships and work as an effective member of the team and the organisation. Ability to create a safe space for management and staff to discuss work issues and manage conflict while supporting the organisation. Ability to interact with staff from diverse cultures and backgrounds with sensitivity and respect.
- **Self-Management:** Ability to set professional boundaries. Resilient and able to manage self and keep composure in times of stress. Able to work independently with minimum supervision.
- **Communication:** Effectively craft and deliver concise and informative communications. Ability to listen to and address concerns of others and to transfer and translate information from one level or team of the organization to another.
- **Justice and Equity:** Must embrace the principles of workplace justice, diversity and inclusion and apply them to day-to-day work.

- **Others:** Organized, detail-oriented and accurate. Able to create work plans and anticipate deadlines. Be comfortable juggling multiple priorities with competing deadlines. Must believe and embrace GHC's vision, mission, and progressive values.

Required Qualifications:

- 7+ years of progressive leadership experience in People/Human Resources/Human Capital Management positions.
- Prior experience working in an organisation with a global reach.
- Experience managing HR Operations and staff engagement initiatives.
- Familiarity with mediation and employee relations.
- Experience creating and fostering organisational culture initiatives.
- An empathetic leader who understands, and can effectively navigate, cultural nuances and working styles across our teams and offices worldwide.
- Outstanding communication, interpersonal relationship, and partnership skills
- Proven commitment to diversity, equity, and inclusion.
- Proven examples of coaching and relationship building at all levels of an organisation.

Preferred Qualifications:

- PHR, SHRM-CP or CCP Certification
- Proficiency in Google Drive, Dropbox, Asana and Zoom
- Prior work experience in a mission- and culture-driven organisation

Work Environment:

Combination of remote and in-office in New York City.

Travel:

May travel from time to time (domestic and international)

Meta Fields