



Director of HR and Support Service

Description

About Save the Children

Save the Children began working in the Democratic Republic of Congo in 1994 when the conflict started in the east of the country. The Democratic Republic of Congo is acknowledged to be one of the most difficult countries in which to grow up. Access to essential services is very limited and children are subject to widespread exploitation and abuse, including recruitment into armed groups, forced labour, sexual abuse and abandonment.

Mission Talent has been tasked by Save the Children with providing an exclusive search for the position of HR and Support Services Director, who is to share in the overall responsibility for the direction and coordination of the Country Office.

Role Purpose

As a member of the Senior Management Team (SMT) in DRC, the Director of Support Services shares in the overall responsibility for the direction and coordination of the Country Office (CO). The Director of Support Services is accountable to the Country Director for government relationships and the provision of effective, IT, HR, and Admin services in both emergencies and development programming contexts.

Major Duties and Responsibilities

As a member of the Senior Management Team, contributes to:

- Leadership of the DRC Country Office
- Support the development of an organisational culture that reflects Save the Children's dual mandate values, promotes accountability and high performance, encourages a team culture of learning, creativity and innovation, and frees up the organisation's people to deliver outstanding results for children and excellent customer service for the members and donors
- Help design and implement a coherent organizational structure that is consistent with agency practices and appropriate to program needs
- Help establish, maintain, and improve active and regular working relationships with: host government authorities, partner agencies including humanitarian and development donors, and local and international NGOs
- Ensure DRC Country Office complies with all Save the Children Management Operating Standards and Standard Operating Procedures
- Ensure that all required support is provided promptly, at scale and in line with the rules and principles during emergencies, working closely with the Regional Office
- Assist in program proposal process to ensure that the salary scale and benefits are respected

Administration

- Supervise administrative function to ensure the smooth import of capital assets, monitor visa process for expatriate staff, accommodations, travel arrangements for staff
- Maintain documentation on relationships, MoUs with government agencies
- Ensure that sophisticated, efficient, cost effective information technology systems are in place and in compliance with SCI MOS

Facilities Management

- Oversee the overall maintenance of the residence/office premises, facilities assets and equipment (physical work environment) and ensure that these are secure and efficiently utilized
- Review and annually update all contracts and leases before forwarding them to the Country Director for signature
- Ensure compliance with health and safety regulations
- Ensure that internal and external communications systems function effectively and efficiently

- Ensure adequate insurance cover and keep up to date with suitability and types of cover available
- Oversee the annual preparation of the renewal of licenses and permits
- Provide logistical support to guests, visitors including partner organisations involved in SC activities
- Support field office facilities management

Human Resources

- Work closely with the program departments to ensure that adequate HR inputs are provided and incorporated during development and implementation of all projects/programs
- Lead long range people forecasting & HR planning for the organization
- Conduct compensation reviews, compute cost of living allowance, formulate and implement employee benefit schemes and insurance packages and review periodically to bring in best practices
- Ensure that the compensation and benefit policies are cost effective, competitive, equitable and implemented effectively
- Supervise the Human Resources function to ensure that advice and support are provided to managers and staff on interpretation and application of policies and procedures and on other HR related matters
- Supervise the development and implementation of dual mandate HR practices and processes aligned with the organisation's overall strategy and SCI MOS to meet the evolving needs of the organisation
- Ensure appropriate recruitment, retention and succession of staff including the design and implementation of compensation and performance management systems relevant for both development and emergencies, and career development for staff
- Ensure appropriate and adequate emergency HR procedures are detailed in the Country Office Emergency Preparedness Plan in order to enable rapid scale up
- Facilitate the HR aspects (such as deployment mechanisms) of the Country's Emergency Response Team
- Monitor and advise on disciplinary matters in accordance with established policies and procedures
- Mediate conflict, grievances and harassment cases
- Ensure that staff and Save the Children Associates are aware of and adhere to the Child Safeguarding Policies

Staff Management, Mentorship and Development

- Ensure appropriate staffing within Support Services
- Ensure that all Support Services staff understand and are able to perform their roles in an emergency
- Manage Support Services team; define expectations, provide leadership and technical support as needed, and evaluate direct reports regularly
- Ensure the recruitment, training, and promotion of staff as appropriate and ensure availability of appropriate professional development opportunities for staff
- Incorporate staff development strategies and Performance Management System into team building process. Establish result based system and follow up
- Manage the performance of all staff in the Support Services work area through:
 - Effective use of the Performance Management System including the establishment of clear, measureable objectives, ongoing feedback, periodic reviews and fair and unbiased evaluations
 - Coaching, mentoring and other developmental opportunities
 - Recognition and rewards for outstanding performance
 - Documentation of performance that is less than satisfactory, with appropriate performance improvements/ work plans

Profile

Qualification

- University degree along with additional diploma in management or equivalent
- Recommended a minimum of 6 years of management experience in a corporate or an NGO environment, including experience in the development of strategic and operational support services plans and their implementation in a professional work environment over a sustained period of time
- Ability to plan and organise a substantial workload that includes complex, diverse tasks and responsibilities in both development and emergency contexts
- Willingness and ability to dramatically change work practices and hours, and work with incoming surge teams, in the event of emergencies
- Demonstrated credibility with colleagues and stakeholders at all levels of an organization
- Excellent oral and written communication skills in English and French
- Strong interpersonal skills with the ability to demonstrate skills in leading a multi- disciplined team through a period of change
- Leadership skills, including the ability to supervise and motivate qualified professional staff with strong personal value systems
- Analytical, decision making and strategic planning skills and the ability to handle multiple priorities
- Ability to coach, mentor, delegate appropriately and provide developmental guidance to supervised staff
- Team building skills
- Competent level skills in core IT applications, particularly MS Office
- A commitment to the values and principles of SC
- Experience of exposure to developing countries
- High level of commitment to the principles of development and to the organizational and programmatic goals of Save the Children

Skills and Behavior

Accountability

- Takes responsibility for decision-making and efficient resource management, and holds team and partners accountable for delivery of their responsibilities by delegating effectively, affording staff professional autonomy, providing the necessary development to improve performance, and applying appropriate consequences when results are not achieved

- Creates a managerial environment across the Country Programme to lead, enable and maintain the organisation's culture of child safeguarding, achieving results together with children and role modelling Save the Children values

Ambition

- Sets ambitious and challenging goals for self and team, takes responsibility for own personal development, and encourages team to do the same
- Engages and motivates others by widely sharing their personal vision for Save the Children
- Future orientated, strategic and global thinker

Collaboration

- Builds and maintains effective relationships with team, colleagues, members, donors and partners
- Values diversity as a source of competitive strength
- Approachable, diplomatic, and supportive, with well-developed listening skills

Creativity

- Develops and encourages new and innovative solutions both on a personal level and by building and leading teams willing to take disciplined risks

Integrity

- Honesty, openness, and transparency
- A strong commitment to Save the Children's vision of a world in which every child attains the right to survival, protection, development, and participation

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