



Job Profile

How to Apply for this Job

Background on Tearfund

Who we are: We are a Christian organisation partnering with the local church wherever possible to see change in the lives of those in greatest economic need. We believe poverty is caused by broken relationships with God, others, the environment and ourselves. Restoring those relationships is key to how we work, and we want to see change that is economic, material, environmental and spiritual. We are courageous, truthful, compassionate, servant-hearted and Christ-centred; values that are at the heart of Tearfund.

Our vision: To see people freed from poverty, living transformed lives and reaching their God-given potential

Our mission: We follow Jesus where the need is greatest, responding to crisis and partnering with local churches to bring restoration to those living in poverty.

Our values: We aspire to be courageous, truthful, compassionate, servant-hearted and Christ-centred

Tearfund's Application Process

If you would like to apply for a job, please visit our website at www.tearfund.org/en/get_involved/jobs/. From there you can [search for vacancies](#), choose the relevant area of work (e.g. Disaster Management / HR, Finance & IT) and then find the vacancy that interests you.

All applications need to be completed online using our online registration form. As you progress through your application, please ensure that you save each section.

If after reading through this Job Profile, you have any questions or want to find out more about our recruitment process, please do not hesitate to contact recruitment@tearfund.org.

In this Job Profile pack we've included a full Job Description as well as a Person Specification. Please ensure that your application clearly shows how your skills and experience meet the requirements for this post.

Job Profile

JOB TITLE	Human Resources Business Partner – West Africa
GROUP	People and Talent Management
TEAM	Global Human Resources
LOCATION	Abidjan, Cote D'Ivoire
RESPONSIBLE TO	Head of International HR

PART 1 – JOB DESCRIPTION

1. PURPOSE OF THE TEAM

To provide an integrated, high quality and effective HR service to the West Africa Cluster, facilitating organisational development and providing a framework of HR best practice.

2. MAIN PURPOSE OF THE JOB

Partnering with cluster management to provide a proactive and responsive HR service to the West Africa Cluster. To assist the Head of International HR in delivering strategic HR objectives and to manage and contribute to ad hoc projects as delegated by the Head of International HR.

3. GENERIC PURPOSE OF THE ROLE

- To take responsibility for the West Africa Cluster HR function and specific projects
- Liaise with internal and external contacts
- Responsible for reviewing own personal development and overall team tasks

4. PARTICIPATION IN THE SPIRITUAL LIFE OF TEARFUND

- To attend weekly Staff Prayers, to hear of Tearfund's work and to spend time in prayer and worship together
- To lead or participate in spiritual sessions of prayer and biblical reflection within the Team / Group
- To be committed to Tearfund's Missions, Values and Beliefs statement
- To be committed to actively working and living in accordance with Tearfund's Christian beliefs
- To maintain your own spiritual development

5. POSITION IN ORGANISATION

- Reports to the Head of International HR
- Partners with Head of Cluster, Country Leads and senior cluster management team to advise and give direction on HR strategy
- Works closely with other members of the People & Talent team including HR staff in other Clusters
- Working in line with the Global Recruitment policy, seeking advice where required from the Global Recruitment Manager
- Liaises with the Learning & Talent team to facilitate the development and professional excellence of all staff

- Line Management of any HR staff in Cluster hub location
- Dotted line management and development of any HR staff in country programmes
- Liaises with Payroll (Finance) and staff representatives (e.g. Staff Council)
- Networks and liaises with counterparts and leaders in INGOs and service providers
- Establishes contact with local labour lawyers in each Cluster country and liaise with in-house lawyers as necessary

6. SCOPE OF JOB

Partnering with cluster management to provide a responsive HR service covering the following areas:

- HR best practice
- Consistent professional HR advice at Cluster and country level
- Understanding and application of regional and country specific employment law
- Coordination of recruitment and selection within the Cluster
- Compensation and benefits packages aligned to Tearfund procedures
- Training and induction of staff, HR briefings and debriefings
- Awareness and adherence to policies and procedures including personal conduct, code of conduct, misconduct, whistleblowing, safeguarding and data protection
- Organisational design, workforce planning and change management
- Knowledge and tools for effective performance management
- Employee engagement initiatives
- Duty of care for the wellbeing of staff, in conjunction with Pastoral Care team
- Maintenance and security of HR records and HR database
- HR capacity building of partners

7. DUTIES AND KEY RESPONSIBILITIES

Partnering with Cluster management to provide professional HR advice and direction on HR strategy, in accordance with organisational values, HR best practice and employment legislation

- Integral part of senior management team, influencing and shaping Cluster strategy
- Ensure alignment of HR goals with strategic business objectives, assessing and anticipating HR related needs to keep the Cluster strategy on track
- To partner with and advise line managers, providing options and solutions to deal effectively with staffing matters in alignment with policies, procedures and employment law
- Provide knowledge, training, tools and support for effective performance management including probation, setting objectives and appraisals
- Advise and support managers through formal performance management processes
- Facilitate and provide HR advice on organisational change
- Manage surge capacity in Cluster for scale-up and large onset emergencies liaising with the Emergency Response Manager
- Encourage sharing of staffing resources between country programmes (e.g. secondments)

Global HR policy and procedures

- Ensure awareness, adherence and understanding of policies and procedures for all staff including code of conduct, whistleblowing, safeguarding and data protection
- Provide advice, briefing and training to line managers on Global HR Policies
- Undertake periodic visits in Cluster countries to support HR staff, Country Leads and partners with policy implementation, advise on good practice and gain a greater understanding of the local context
- Provide a regional perspective to ensure context is considered in the development of new Global HR policies
- Conduct annual audit of HR processes in Cluster countries
- Build the HR capacity of partners on HR processes and policy

- Ensure adequate medical insurance cover is in place for all staff in consultation with the Global HR Policy Advisor
- Liaise with local pension provider(s) to provide pension provision in line with local legislation

Regional and country specific employment law

- Be familiar and demonstrate knowledge of employment law within countries of responsibility to ensure compliance of lawful employment and to provide effective country specific advice
- Together with HR staff in Cluster, keep up-to-date with changes in regional and country specific employment law
- Ensure each country in Cluster has an up to date Staff Handbook, aligned to local labour laws

HR processes and administration

- Responsible to ensure that Cluster HR records in SelectHR and paper files are maintained and secure
- Oversee production of quarterly reports on staff statistics including turnover, absence, leave and budget
- Working with Payroll and HR team to ensure that staff are paid correctly and on time, in adherence with authorisation processes
- Evaluation of new/amended jobs in line with Tearfund's job evaluation process and the setting of salaries using Birches salary surveys, benchmarked against local INGOs

Recruitment and selection

- Responsible for the coordination of all recruitment in Cluster (excluding Head of Cluster role) in line with Global Recruitment policy and procedures
- Work with the Head of Cluster and Country Leads to identify future resourcing needs and approve recruitment requests using the online recruitment system
- Participate in the recruitment process, which may include short-listing, interviewing and providing professional advice
- Work closely with Cluster HR staff to ensure that contracts are issued for staff groups in line with agreed terms and conditions of employment and in accordance with local labour legislation
- Ensure standard contracts and letter templates are used consistently
- Ensure staff have the right to work in country and/or appropriate visas/work permit processes are in place
- Ensure referencing, medical clearance and police checks are in place before staff join Tearfund
- Where relevant, agreeing secondments to and from Tearfund partner organisations and wider consortiums
- On a quarterly basis, undertake a review of current and projected roles to ensure that succession/recruitment plans are in place to meet these needs

Training, induction and development

- Ensure that an appropriate training and induction programme is developed and implemented for all staff to include organisation, programme, role and technical briefings, in line with the Global Induction
- Provide training and development to staff within Cluster to enhance learning and skill development, liaising with Global Learning & Talent Management
- Champion a culture of learning where talent is recognised and developed
- Work with managers to develop career paths within the Cluster and create succession plans to retain talent
- Take responsibility for own professional development, supported by the Head of International HR
- Contribute to the team's professional development as delegated by the Head of International HR
- Network with HR professionals in other organisations, forums and consortiums

- Keep abreast of developments in the profession, sector and organisation

Duty of care

- Liaising with the Pastoral Care Coordinator to promote a responsibility of self and mutual care and improve staff wellbeing
- Ensure Line Managers monitor staff wellbeing
- Identify services in each Cluster country for psychological wellbeing of staff to be used as required
- Primary HR contact for critical incidents within Cluster, including organising debriefs and counselling as required

Contribute to Global HR projects

- Assist the Head of International HR in the planning and implementation of Global HR projects
- Gather and share information from other organisations and professional networks, where required, to promote best practice in the sector

Staff management

- Provide effective line management of any Cluster HR staff, creating an effective working relationship; delegating tasks as appropriate and actively capacity building to develop their HR knowledge and skills to ensure continued professional development

PART 2 – PERSON SPECIFICATION

JOB TITLE: Human Resources Business Partner – West Africa

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> • Degree or equivalent level of knowledge • Qualification in HR or Organisational Development (e.g. CIPD) 	<ul style="list-style-type: none"> • Postgraduate qualification • Evidence of ongoing professional development • Membership of relevant professional body (e.g. CIPD)
EXPERIENCE	<ul style="list-style-type: none"> • Substantial proven experience in Human Resource Management, business partnering and Organisational Development. • Proven experience in of providing proactive, professional HR service and advice in the Cluster region across the full range of operational issues, including recruitment, performance management, conduct issues and sickness issues, applying employment law and best practice. • Work experience in an operational relief and/or development environment. • Experience of writing HR policies. • Liaison with staff representation, Trade Unions or equivalent. • Experience of handling complaints and grievances as well as working knowledge of safeguarding and whistleblowing procedures. • Experience or knowledge of HR set up and country registration. • Experience of learning & development, training and facilitation. • Experience in dealing with grading issues, salary structures and surveys, using a job evaluation system. • Proven experience of advising managers through re-structuring and redundancies. • Experience of working with HR and Payroll systems. • Experience of overseeing the wellbeing of staff and ensuring duty of care. • Experience of remote management and team working, including work in fast moving and emergency environments. 	

SKILLS/ ABILITIES	<ul style="list-style-type: none"> • Thorough and up-to-date knowledge of current employment law, good HR practice and people management. • Fluent in French and English language. • HR database skills. • Strong analytical skills and organisational skills. • Influencing, diplomacy and networking skills. • Presentation skills. • Coaching skills. • Awareness of cross cultural working and unconscious bias. • Ability to prioritise and work to deadlines within a changing environment. • Ability to act on own initiative, within specified boundaries. • Ability to think strategically. • Ability to analyse situations and make independent judgements. • Ability and willingness to contribute to the corporate Global HR agenda. • Ability to demonstrate pastoral care. • Computer literate. 	<ul style="list-style-type: none"> • Good working knowledge of Google software (e.g. GoogleDocs, GoogleSheets)
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Committed Christian. • Self-starter/able to use own initiative. • Enthusiasm for the role. • Commitment to providing quality HR service through teamwork, in line with organisational values, best HR practice and employment law. • High level of flexibility. • Ability to retain confidentiality. • Commitment to their own and others' continuing professional development. • Willingness to travel. 	<ul style="list-style-type: none"> • Actively involved in a church and church community.