**Coordinator- Human Resources**

**COX’S BAZAR Programme**

**JOB DESCRIPTION**

**Concern Worldwide Bangladesh**

Concern Worldwide is an international humanitarian organisation dedicated to the reduction of suffering and working towards the ultimate elimination of extreme poverty in the world’s poorest countries. Concern started working with the people of Bangladesh in 1972 by extending its support after the devastating cyclone of 1970. Since then, Concern Worldwide has been working to address extreme poverty in the most vulnerable communities of the country by implementing needs based, innovative humanitarian and development projects.

In Bangladesh, Concern Worldwide works jointly with non-governmental organisations (NGOs), Civil Society Organizations (CSOs), different government departments, Local Government Institutes (LGIs) the private sector and other key stakeholders to ensure the sustainable changes in the lives of the extreme poor.

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| **Job Title:** | **Coordinator- Human Resources (Cox’s Bazar Programme)** |
| **Job Location:** | Ukhiya, Cox’s Bazar |
| **Reports to:** | Director- Cox’s Bazar Programme |
| **Technical Report to** | Head of Human Resources, Dhaka |
| **Contract details:** | Fixed Term Contract up to 2 years. |

**Job purpose:** The Coordinator- Human Resources, Cox’s Bazar Programme will have overall responsibility for ensuring high quality HR support and guidance to Concern employees, the HR and Administration Manager and country management team on a variety of HR issues. Key priorities will include recruitment and on boarding, safeguarding in employment cycle, staff capacity development, organisational culture development, management of staff transition, promotion of the organization’s values and policy commitments amongst all employees. This position will be expected to provide more strategic HR support and liaise very closely with National HR team.

S/he will work closely with the Head of HR Dhaka, in Ukhiya Office with Logistics Manager, Field Finance Manager, Nutrition Advisor, Head of Livelihoods Programme Managers, and less directly with the Project Coordinators and nutrition staff at the OTP sites.

**Main duties & responsibilities:**

* Responsible for coordinating and managing HR related activities of Cox’s bazar office in close collaboration and coordination with ED, HOHR and HR team
* Coordinate and delivers agreed plans and strategies with some strategic input
* Ensure the consistent implementation of Human Resources policies and procedures across Cox’s Bazar programme.
* Coordinating with Head Office HR department and other managers to prepare and implement a comprehensive Human Resources recruitment plan to support delivery of organization’s strategic plan.
* Coordinate the recruitment process i.e. advertisement, applications screening, coordinate interviews and complete selection process according to the organizational recruitment policy in coordination with head office HR department.
* Arrange and implement induction programme for new employee on a regular basis
* Ensure Efficient and timely follow up and completion of Performance development review process
* Responsible for developing Learning and Development plan as per need analysis and organizational priority and executing staff development initiatives. Plan, coordinate and deliver the required trainings to staff as well as field offices
* Assist the ED, HOHR and Finance team to prepare HR budget that includes staffing and L&D plan
* Supporting in areas such as compensation and benefits; managing employee relations, conflict resolution, disciplinary etc.
* Ensure that the organization’s values and policy commitments, including accountability, equality and safeguarding, are reflected in assigned responsibilities and contribute to positive internal and external working relationships
* Ensuring equality of opportunity and absence of discrimination through the promotion of diversity and equality in all HR activities, systems and procedures
* Promote and ensure compliance with the requirements of Concern’s HR policies, Concern’s Code of Conduct and its associated policies and Core Humanitarians Standards of Accountability to ensure maximum protection to programme beneficiaries
* Ensure all employees have an understanding of Concern’s Code of Conduct and associated policies
* Act as Safeguarding /PSEA focal point, participates actively in ISCG safeguarding and PSEA WGs; and manages training from PSEA WG for CWW staff. Updates PSEA/safeguarding referral mapping
* Ensuring all kinds of staff transitions are completed and documented in a timely and smooth manner
* Ensuring effective filing system is maintained for all HR documents, providing information to managers and other staff as required
* Support in managing the organisations insurance scheme in a professional and timely manner
* Ensure that the organisation’s values and policy commitments, including accountability, equality and safeguarding, are reflected in assigned responsibilities and contribute to positive internal and external working relationships
* Ensuring equality of opportunity and absence of discrimination through the promotion of diversity and equality in all HR activities, systems and procedures.
* Be aware of, understand and comply with all of Concern’s policies and procedures (P4, finance, logistics, HR, security management etc.)

Undertake other related duties as may reasonably be assigned by the Country Director or the line manager

**Accountability**

In line with Concern’s commitments under the Core Humanitarian Standard (CHS):

* actively promote meaningful community participation and consultation at all stages of the project cycle (planning, implementation, M&E);
* work with relevant colleagues  to ensure that the Complaints and Response Mechanism (CRM) is functional and accessible, that feedback and complaints are welcomed and addressed;
* work with relevant colleagues  to ensure that information about CRM, safeguarding and expected staff behaviour is disseminated among programme participants and communities.

**Person specifications:**

* Master’s Degree in HRM. Additionally Post Graduate Diploma in Human Resource Management will be given preference.
* Minimum 06 years progressive working experience in the both areas of HRM and HRD. Among which 03 years need to be in a managerial position
* Experience of working for international and development oriented organisations.
* Have working experience and good knowledge of Rohingya refugee programmes
* Experience of sourcing and attracting candidates and understanding of competency based recruitment.
* Understanding of current best practices in HRM.
* Have good knowledge on Rohingya refugee programmes
* Demonstrate ability to think and manage strategically, plan and meet deadlines
* Fluency in English, both written and verbal as well as Bangla.
* Proficient knowledge of standard computer software.

**Desirable:**

* Previous experience of financial management in a consortium.
* Experience in project start up and/or close out.
* Audit experience with international NGOs or contractors.

**Key competencies:**

* Have Strong Leadership quality
* Confidentiality
* Pro- active with an ability to think analytically
* Strong ability to work on own initiative as well as part of a team
* Should have cordial relationship with partners, staff members and co-workers.
* Excellent interpersonal and communication skills
* Results oriented
* Excellent planning and organisational skills and time management skills
* Ability to problem solving and good decision making skills
* Strong team player
* Ability to work in challenging environments.
* Value Diversity

***Safeguarding at Concern: Code of Conduct and its Associated Policies***

*Concern has an organisational* ***Code of Conduct (CCoC) with three Associated Policies; the Programme Participant Protection Policy (P4), the Child Safeguarding Policy and the Anti-Trafficking in Persons Policy.*** *These have been developed to ensure the maximum protection of programme participants from exploitation, and to clarify the responsibilities of Concern staff, consultants, visitors to the programme and partner organisation, and the standards of behaviour expected of them. In this context, staff have a responsibility to the organisation to strive for, and maintain, the* ***highest standards in the day-to-day conduct in their workplace in accordance with Concern’s core values and mission****. Any candidate offered a job with Concern Worldwide will be expected to* ***sign the Concern Staff Code of Conduct and Associated Policies as an appendix to their contract of employment****. By signing the Concern Code of Conduct, candidates acknowledge that they have understood the content of both the Concern Code of Conduct and the Associated Policies and agree to conduct themselves in accordance with the provisions of these policies. Additionally, Concern is committed to the* ***safeguarding*** *and protection of vulnerable adults and children in our work. We will do everything possible to ensure that only those who are suitable to work or volunteer with vulnerable adults and children are recruited by us for such roles. Subsequently, working or volunteering with Concern is subject to a range of vetting checks, including* ***criminal background checking.***

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| *Line Manager’s name* | *Signature* |
| *Date* |
| *Employee’s name* | *Signature* |
| *Date* |