# **Concern Worldwide, Bangladesh**

# **Job Description**

# **Head of Human Resources**

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:** | **Head of Human Resources** |
| **Job Location:** | Head Office, Dhaka |
| **Reports to:** | Systems Director |
| **Direct reports:** | HR Coordinator, HR Specialist |
| **Technical reports:** | HR Coordinator, Coxsbazar |
| **Contract details:** | Fixed term Contract up to for Five (05) years with possibility for extension |

**Job purpose:**

The **Head of Human Resources** will be responsible for leading, strategically influencing, effectively planning, designing, developing, and evaluating human resource-related initiatives that support organizational strategic goals aligned to the Country Strategic plan (CSP). Furthermore, leading and facilitating the HR and OD process for an effective, people focused organization. S/he will lead the workforce planning, ensure high quality, efficient and timely staff recruitment, talent management, learning and development, performance management, employee engagement and staff care/ wellbeing, directly participate and contribute in partner assessment, ensure technical support to partners and capacity development of partner staff etc. The Head of HR will promote a positive organizational culture and ensure efficiency of work processes. The position is responsible for ensuring Concern has competent and empowered human resources, in a fair, diverse, inclusive and efficient workplace, where respect for people and equality are valued and promoted within the programme of excellent people practices. The Head of Human Resources will be member of the Safeguarding and PSEA Focals of the organisation. S/he will also be a member of Security Management (SMP) group and Equality, Diversity and Inclusion (EDI) group.

**Strategic HR Management:**

* Preparing and implementing a comprehensive Human Resources strategy to support delivery of Concerns strategic plan, in line with the driving forces of the organisation.
* Ensuring HR policy and procedural documents are regularly reviewed and updated incorporating feedback from staff, best practices in Human Resource Management and following Bangladesh labour law and other legislation, as well as Concern Worldwide Human Resources policy.
* Developing and building systems and appropriate tools to improve effectiveness of the Human Resource Management and support consistency across the organization.
* Supporting human resource planning during programme and project proposal stages

**HR Operation Management:**

* Advisory role on day-to-day HR operations in Cox’s Bazar Rohingya response operations; develop robust systems, policy and practice on people management in complex emergencies.
* Ensure ongoing monitoring of compliance with HR policy, including spot checks, informal assessments and discussions with colleagues, analysing the results and making appropriate changes in policy or procedures.
* Liaise with other NGOs, local service providers and field management to ensure salaries and benefits for nationally recruited staff are in-line with similar organisations, meet the requirements of local labour legislation and are within budget.
* Ensuring the effectiveness of the HRIS system, staff records management and relevant data is available for decision-making purposes.
* Administering the monthly payroll and other fringe benefits, annual HR planning and budgeting for HR and capacity development support.
* Ensure best and innovative approach in recruitment to attract high quality candidates, who have the competencies and experience required to meet the organisation’s needs and a proactive, learning attitude to contribute to organisational effectiveness.
* Ensuring high quality consultants are hired in a timely way, based on needs, to bring new ideas to improve effectiveness of our work and increase our organizational understanding.
* Ensure proper induction process for newly recruitment staff, on boarding and on the job support.
* Provide back-up support to Director Systems to ensure all legal, contractual and statutory requirement activities for the organisation progress within the framework and comply with the laws and legislation of the country
* Reviewing and monitoring individual contract agreement made by and between Concern and third parties ensuring that the national laws are respected to enable organisation being free from legal obligation.

**Capacity Building, Performance Development and Talent Management:**

* Enabling effective staff performance management through mentoring, coaching and formal performance development review (PDR) processes.
* Leading the development of annual training plan which will be from an OD lens and based on a training needs analysis and learning needs from the Performance management and yearly objective setting cycle
* Leading partner assessment process for the Human Resources part and finalize the evaluation and preparing the support plan and learning exchange for partner organization and visit field/partner office for effective HR support.
* Ensuring clear workflows and synergies between Head office and Cox’s bazar field office to increase efficiency and improve processes.
* Supporting team members to enable them to give of their best e.g. by encouraging and praising good performance, coaching, assisting staff to prevent or resolve problems, providing resources, tools and equipment in a supportive and professional manner.
* Supporting the team to encompass HR analytics as a part of the competence and achieve their key performance indicators (KPIs).

**Safeguarding, COC, Wellbeing, Equality Diversity and Inclusion:**

* Ensuring enough measures are taken for safe-programming, safety at work and minimum risk of fraud, misconduct and other risk associated with human resources.
* Ensure the implementation of Concern’s “Safeguarding in employment cycle” and safeguarding strategy
* Ensuring best strategy, approach and practice to ensure equality, diversity and inclusion (EDI) is inbuilt in the system.
* Ensuring equality of opportunity and the absence of discrimination through ensuring equality, diversity and inclusion in all human resources support and people related activities throughout the organisation.
* Promoting organisational culture, which demonstrates equality, diversity, caring attitudes, professionalism and integrity towards all staff; and an open environment where staff feels safe, valued, respected and empowered.
* Promoting a diverse organisational environment, valuing and respecting the difference that people bring with them as essential to strengthen organizational effectiveness.
* Ensuring all HR policies and practices are regularly reviewed from an equality, diversity and inclusion (EDI) perspective, and include best practices on family-friendly, gender sensitive and work-life balance approaches.
* Ensuring staff wellbeing through best HR practices.
* Fostering a commitment to the highest standards by ensuring all staff, partners and other visitors understand and adhere to Concern’s code of conduct and Associated Policies.

**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:**

**Essential:**

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| * Preferably, Masters/ MBA in Human Resources Management, however, Masters in Social Science/ Development studies, Business Administration, public administration may also be allowed from reputed University**.**
* At least 6 years proven experience in multi-functional areas of strategic and operational HR, on which minimum 3 years in a managerial level position within development organisation/NGO.
* Proven operational HR track-record - experience of providing a senior generalist HR service to managers across a full range of HR issues
* Have working experience and good knowledge of Rohingya refugee programmes
* S/he is expected to have sound skills in handling and advising on complex people management issues
* Ability to work in a challenging environment, maintain a positive team dynamic, excellent interpersonal-skills/ ability to manage multicultural teams
* Strong communication skills with excellent written and spoken ability in English and Bangla and proficiency in Microsoft Office (Word, Excel, Outlook) are other pre-requisites. Knowledge of Bangla Keyboard is desirable as this position will be expected to draft and formulate policies both in English and Bangla
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**Key Competencies:**

* Managing yourself
* Individual Leadership
* Communicating and working with others
* Delivering result
* Planning and decision making
* Creativity and innovation
* Influence, advocacy and networking
* Flexibility and adaptability
* Integrity and confidentially

***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 Signed*  |
| *Date*  |
| *Employee’s name*  | *Signature* |
| *Date*  |