



**SOS CHILDREN'S
VILLAGES**

VACANCY ANNOUNCEMENT

SOS Children's Villages in Kenya is a member of SOS - Kinderdorf International, the largest private child welfare organization in the world. SOS Children's Villages is a child-focused Non-Governmental Organization established in 1973 to provide care and support to children who have lost or are at risk of losing the care of their biological family.

The organization's vision is "Every child belongs to a family and grows with love, respect, and security" and its programs are driven by the mission of "building families for children in need, helping them shape their own futures and sharing in the development of their communities". In this regard, the organization works to reduce poverty; increase access to quality education and decent work; reduce inequalities and build strong institutions as laid out in SDGs 1, 4,8,10, and 16.

This is done through programs that are geared towards addressing the political, economic, health, and social root causes that lead to high levels of child vulnerability and put families at risk of breaking down. The programs focus on Alternative Care, Family Strengthening, Youth Empowerment, Education, Health Care, and Advocacy.

SOS Children's Villages in Kenya implements programs in five (5) of Kenya's 47 Counties namely Nairobi, Mombasa, Uasin Gishu, Kisumu, and Meru. We seek to recruit a **suitably qualified person (1)** to fill the position of **Human Resource & Administration Manager** to be based at the **National Office**.

POSITION: HUMAN RESOURCE AND ADMINISTRATION MANAGER.

Position Summary: Reporting to the National Director and a member of the Senior Management team, the overall purpose of the position is to contribute to the attainment of MA Kenya Strategic objectives through effective leadership and management of the Human Resource and Administration function for SOS Children's Villages in Kenya and developing HR Services from an operational and strategic perspective. The incumbent will ensure that the HR function is aligned to SOS Children's Villages in Kenya business and deliver sound and cost effective people management practices, system procedures and best practices through continuous improvement and prioritization. The position holder will provide practical, consistent, and proactive support, direction and advice to the SMT, People Managers and all staff on HR policies.

KEY RESPONSIBILITIES AND MAIN RESPONSIBILITIES

Strategy delivery:

- Lead in conceptualizing, designing and implementing the people strategy to meet the MA Kenya Office needs.
- Support staff and line managers with change management while facilitating necessary employee support program as well as legal considerations
- Develop the HR Budget for proposals and awards and monitor spending to ensure budget compliance.
- Develop/ Update HR policies, programs and systems to support the achievement of the MA Kenya country office's goals.
- Oversee standardized HR processes throughout MA Kenya, assist in the development of localized procedures as required
- Champion Gender Equity and Diversity initiative and staff wellness programs in the country office.
- Champion Prevention of Harassment, Sexual Exploitation and Abuse (PHSEA) in the MA country office

SOS Children's Villages Kenya
Marcus Garvey Road
Off Argwings Kodhek Road, Gate No.
7/Hurlingham
P.O. Box 40653
00100 Nairobi, Kenya

T +254 (0)725455554
F +254 (0) 20 2728 768
info@soskenya.org
www.soschildrensvillageskenya.org

- Manage organization change management in an efficient and effective way

HR Strategic Planning:

- Development of HR Strategy of SOS Children's Villages in Kenya and ensure alignment with the organizational goals and objectives
- Development and implementation of human resources planning, assisting with the new/existing departments to have needed staff with the right competence on time, both at national office and locations.
- Devise and implement metrics as and when needed
- Provide guidance and support to staff in completion of "Staffing Models" (workforce planning);

HR Management:

- Provide advisory support to Senior Management Team (SMT) and all Managers on all HR aspects as required
- Ensure efficient recruitment and staffing to meet programmatic and operations needs of the MA Kenya office.
- Ensure effective on boarding, induction and orientation of the staff.
- Develop best practices in HR management
- Providing direction in the annual HR planning process and prioritize activities for the HR department including staffing and organization, reward management, MA Kenya Office structure, staff contracting and exit processes.
- Advise the National Director on HR needs and surpluses and the required action.

Develop Effective Employee Relations Program

- Communicate human resource policies across the organization
- Advice in reviewing and revising salary structure, pay policies, job grading etc.
- Review and recommend employee benefit programs, and security, safety and health program to respective teams for approval and implementation.
- Implement compensation and benefit policies and practices to ensure that staff are rewarded in line with both general market practice and individual performance level
- Determine and recommend employee relations practices necessary to establish positive employee-employee relationships and employee-employer relationships
- Work directly with line managers to assist them with employee relations matters.

Staff Development:

- Supervise the implementation of staff development and ensure talent development and management.
- Advise on staff training needs and support the implementation of both formal and non- formal staff training programs
- Support in conducting specialized training programs on key HR areas like, Mission, Vision, Values, Who We are, Our Brand and other key areas of focus for staff knowledge and development
- Review the clearance and exit surveys for employees leaving the organization for feedback on improvement and staff development areas.
- Where necessary and on identified needs, the HRM will undertake facility visits to support facility heads at project level.
- Coordinate and follow through the administration on the delivery of staff learning and

development initiatives as per the needs identified

- Promote SOS Children's Villages in Kenya performance culture initiative to enhance collaboration across the organization

HR policies, procedures and reporting:

- Formulate, maintain and update human resource management policies for MA Kenya Office and ensure standardized HR processes are implemented across MA Kenya Office and assist in the development of localized procedures as required.
- Ensure that all contracts i.e., employment, insurance and consultancy, adequately comply with SOS Children's Villages policy, international laws, local laws and donor requirements.
- Track Audit reports, lead the HR team in developing action points and follow up the implementation of the audit actions points related to HR aspects

Recruitment/On & Off boarding

- Lead recruitment process and take accountability of the whole process
- Preparation of interview reports and presentation for review and approval with interview outcome summary for the senior management roles
- Facilitate employment verification and background check screenings for applicable candidates;
- Help design and implement the new hire orientation and on-boarding program and procedures in compliance to SOS Children's Villages in Kenya policies and procedures
- Oversee Off- Boarding process for all staff exiting the organization including conducting exit interviews, termination of benefits etc.
- Provide excellent customer service via email, phone or in person; answers questions from employees and the general public regarding human resources issues, and responds to employment verification requests and other requests for information.

Building a committed and effective staff team

- Supports facility heads to develop and maintain effective and open channels of communication, in order to form a cohesive and supportive team
- Support to create and maintain enabling working environment and promote staff wellness.
- Ensure harmonious employee relations that foster achievement of individual and organization goals and objectives across the MA County office
- Effective, consistent and fair administration of the staff welfare package across the country office
- To conduct regular field visits in a bid to create interactive and open relationships between staff and management
- Create platforms for both formal and informal counselling to manage stress at work and other areas of concern for staff
- Actively participate in the development and review of staff terms and conditions of service in line with HR strategies
- Establish a team building mechanism and activities to foster openness, trust and corporation
- Promoting participation and involvement of employees in decision making processes; and
- Enhancing a two-way effective communication among employees, SMT & line managers

Promote good working relationships and positive discipline.

- Support and endeavours to uphold the rights and responsibilities of each staff member, as outlined in the SOS Children's Villages in Kenya Terms and Conditions of Service (Employee Handbook), in order to promote positive discipline at all levels. This will involve provision of expert advice to facility

heads on contents of the terms and conditions of Service (Employee Handbook)

- Participate in disciplinary committee hearings as assigned by the National Director. Also support facility heads in resolving conflicts and major employee grievances, which cannot be solved within the relevant facility.
- Provide support, understanding and counsel to staff. Open communication is maintained at all times.
- Support employee relations with professionalism; support investigations to resolve issues/conflict in the workplace
- Act as an impartial mediator in disciplinary procedures and ensure it is administered in an equitable and fair manner and meets all legal and labor regulations and requirements
- Maintain an effective negotiation process and harmonious employee/employer relationship

Payroll management/HRIS and Benefits administration

- Supervise and ensure that payroll has been processed in a timely, efficient way, ensure that manner ensuring completeness and accurate documentation
- Review the payroll report before approval and payment

Compliance, Administration & Management

- Conduct internal spot check audits to ensure compliance with internal and external regulations; assist with compilation of statistics and material in support of affirmative action and various compliance requirements
- Maintain all HR files with ease to navigate physical and electronic files in compliance with document retention policies
- Ensure compliance with all labor laws and minimization of legal exposure

Performance Management

- Advise on the performance management process including; creating a plan to manage annual reviews, conduct training on goal -setting, utilize budgets to organize development activities and work one on one with managers and employers
- Support in ensuring timely completion of the annual performance evaluation process
- Facilitating performance management process through proper documentation tracking and coding of appraisal documents and proper identification of key development areas.
- Review, develop and implement effective employee performance management system, aligned with SOS Children's Villages guidelines; train line managers and provide advice and support for performance management issues
- Implement Succession Planning Program in alignment with SOS Children's Villages guidelines.

Administrative Support

- Manage day-to-day office operations; oversee and coordinate overall office activities and provide administrative support to the executive leadership
- Manage relationship with facilities management; coordinate office maintenance and support needs
- Support the development of simple but effective Human Resources administrative procedures, in accordance with the policies of the SOS Children's Villages in Kenya
- Keeps records of benefits plans participation such as medical Insurance, WIBA, GPA & Life Insurance and insurance of all assets in the organization.
- Ensuring that all contracts for vendors are updated.
- Oversee the work Health and Safety responsibilities as identified in the OSHA guidelines.

Legal Counsel

- Liaise closely with external legal counsel as required and manage labour disputes with employer bodies, government agencies and labour relation authorities.
- Prepares and submit quarterly reports on litigation status.

Board Reporting & Compliance

- Preparing and developing Board papers for approval.
- Prepare and submit quarterly reports on staff data, staffing trends, turnover rate for decision making.
- Providing updates on the HR initiatives undertaken during the period.
- Developing of policies for Board of Trustees review and approval.

FORMAL QUALIFICATIONS & EXPERIENCE REQUIREMENTS

1. **Bachelor's Degree in Human Resource Management with 12 years' experience** as a HR generalist in the **Internal Non – Governmental Organization**.
2. **Or Master's Degree in Human Resource Management** or related field with **10 years' experience** as a **HR generalist** of which **5 years should be in Senior management**.
3. Should be a member of a recognized human resources professional body (**IHRM**) and in good standing and **MUST** be a Certified Human Resource Professional (CHRP).
4. Outstanding competencies in Microsoft Office and the ability to use HRIS technology (PayMaster, Navision, D365 etc.)
5. Conversant with labor legislation related to human resources and employee management
6. Ability to maintain confidentiality in a professional manner
7. Ability to complete a variety of tasks in an efficient manner
8. Report writing skills
9. Excellent interpersonal and influencing skills
10. Strong attention to detail and accuracy
11. Flexible, comfortable with deadlines and able to work well under pressure
12. Ability to work independently as well as in a team environment.
13. Excellent oral and written English communication skills

Child Protection Policy

SOS Children's Villages Kenya takes (Child safeguarding, Staff safeguarding and Asset safeguarding) very seriously it is your responsibility to ensure you understand and comply with the child safeguarding and Asset safeguarding policies of the Organization. You must sign the Organization's child safeguarding compliance form alongside this Contract. To show your acceptance of the terms of service and the Child safeguarding and Asset safeguarding policies.

Data Protection Policy

At all times, ensure that the personal data of donors, sponsors, SOS Children's Villages in Kenya beneficiaries and their families, as well as co-workers, is handled confidentially and by prevailing SOS-Kinderdorf International data protection laws. To show your acceptance of the terms of service and the Data Protection Policy.

How to Apply

If you believe your experience, competencies, and qualifications match the job and role specifications described; send a **Cover Letter & updated CV in PDF** with details of **3 traceable referees** one of which **must** be an **immediate former employer** to **recruitment@soskenya.org** addressed to the

Human Resources Manager to reach us on or before **10th September 2023** with the subject heading as **'Human Resource and Administration Manager'**

Only shortlisted candidates will be contacted