



Investing in our future

# The Global Fund

To Fight AIDS, Tuberculosis and Malaria

## Terms of Reference

### JOB DESCRIPTION

<b>Job Title / Grade</b>	<b>HR Manager</b>
<b>Contract type / Duration</b>	<b>Continuing Duration</b>
<b>Reports to</b>	<b>Senior HR Manager</b>
<b>Cluster / Unit</b>	<b>HR, Corporate Services</b>
<b>Role Summary &amp; Key results expected</b>	<p>The position is high profile, strategic and consultative within the organization. The HR Manager will operate as an internal consultant and key influencer in driving organizational outcomes through the people agenda</p> <p>The HR Manager will partner with designated client areas to identify and work with the HR specialist teams (process owners) within HR to design and deliver tailored HR solutions to enable achievement of business objectives.</p> <p>In close collaboration with the HR process owners, to provide clear direction and guidance to the business on HR strategy, policy and people management issues including but not limited to recruitment and selection, retention, performance management, employee engagement, change management, communication, organizational design, employee relations, team effectiveness strategies, talent and people planning.</p>
<b>Key Responsibilities and Accountabilities</b>	<p>Input into the broader HR and business strategies.</p> <p>Working in partnership with their clients, the Senior HR Manager and HR process owners, the HR Manager will identify requirements for the development and implementation of tailored client HR strategies aligned to organizational objectives and strategies.</p> <p>Act as primary point of contact with designated client base on the people agenda - influencing managers by building and sustaining credibility and strong working relationships, challenging views when necessary, and becoming an active member of clients management teams.</p> <p>Provide proactive expert advice and guidance to line managers recommending HR solutions across all HR disciplines which drive fair and transparent working practices enabling a positive culture.</p> <p>Coach and develop line managers, building their skills and competencies to manage and maximise their effectiveness and performance and that of their teams.</p> <p>Lead the collaboration with Process Owners (Recruitment, Compensation &amp; Benefits, People Services, Talent Management) to design, deliver, implement and manage tailored solutions and programs (in line with organizational and HR strategic direction) to clients. This will include, but not be limited to working in consultation with their clients and the:</p> <ul style="list-style-type: none"> <li>• Process Owners on HR policy, programme and process requirements</li> <li>• Talent Management Manager to implement organization development</li> </ul>

	<p>programs such as succession planning, performance management, talent identification and management, mentoring and coaching.</p> <ul style="list-style-type: none"> <li>• Recruitment Manager on attraction and selection strategies</li> <li>• Compensation and Benefits Manager on salary and benefits for client base, ensuring alignment with the market and the rest of the organisation.</li> <li>• People Services Manager on the delivery of effective and efficient transactional and on-boarding services</li> </ul> <p>Ensure that line managers are informed of and understand new developments and partner with management to communicate and roll out new HR initiatives, policies and procedures, rules, regulations and employment laws.</p> <p>Proactively monitor and advise line managers on managing employee relations issues through to satisfactory resolution including disciplinary, grievance, performance improvement and other people management issues ensuring at all times that practices establish a positive employer-employee relationship.</p> <p>Support the development of effective business processes and contribute through effective human resources management to business strategies.</p> <p>Ensuring organizational alignment, work in collaboration with client line managers and Organizational Development Specialist to design and structure of their teams.</p> <p>Lead the annual people planning activities for client areas to include a workforce planning component that plans for required staffing needs well in advance of an immediate need arising (i.e. retirement, new positions, and other anticipated changes).</p> <p>In collaboration with the client base and the recruitment team, lead the design and implementation of resourcing strategies that will attract and retain quality candidates to meet the needs of the organisation. This will include the production of job descriptions and classification, advertising, determining the most appropriate source for candidates, selection methodologies, identification and attendance at selection panel interviews, development of assessments centres, etc.</p> <p>Other duties include:</p> <ul style="list-style-type: none"> <li>• Develop and execute ad hoc projects with a high degree of confidentiality and complexity</li> <li>• Develop and execute tailored client feedback systems to evaluate HR service provision in order to enhance continuous quality improvement and best practice.</li> <li>• Participates and/or facilitate management and staff meetings</li> <li>• Other duties in line with requirements of this position.</li> </ul>
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**PERSON SPECIFICATION**

<p><b>Qualifications and Membership</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Advanced university degree in Human Resources, Business, or</li> </ul>
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	<p style="text-align: center;"><b>Organization Development</b></p> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Active affiliation with appropriate Human Resources, Organizational Development or consulting networks and organizations and ongoing community involvement, preferred.</li> </ul>
<p><b>Experience</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• 11-15 years of experience in progressive Human Resources or relevant consultancy roles.</li> <li>• Experience working at strategic and operational levels</li> <li>• Demonstrable experience and ability to deliver HR solutions across a broad range of disciplines including strategy, policy and people management issues, recruitment and selection, retention, performance management, employee engagement, change management, communication, organizational design, employee relations, application of employment law and regulations, team effectiveness strategies, talent and people planning.</li> <li>• Experience working with staff from diverse backgrounds</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Public and private sector experience</li> </ul>
<p><b>Technical skills and competencies</b></p>	<ul style="list-style-type: none"> <li>• Demonstrated consultancy skills, in (at a minimum) contracting; Diagnostics; Strategy development; Work processes and process review; Organisational structures; individual and team motivation; group dynamics</li> <li>• Demonstrated skills in the use of various facilitation approaches (including large group facilitation)</li> <li>• Conflict management and mediation skills</li> <li>• A skilled coach with evidence of ability to coach managers on their management style and effectiveness.</li> <li>• Ability to build and maintain key stakeholder relationships</li> <li>• Ability to think and act strategically</li> <li>• Demonstrated ability to serve as a successful participant on the management team that provides leadership and direction.</li> <li>• Excellent interpersonal, consultancy and communication skills</li> <li>• Excellent computer skills in a Microsoft Windows environment. Must include Excel and skills in database management and record keeping.</li> <li>• Evidence of the practice of a high level of confidentiality.</li> <li>• Excellent organizational skills.</li> </ul>
<p><b>Core Competencies</b></p> <p>(The Global Fund has a “<u>core competency framework</u>” setting out standard behaviours that are expected of all staff. Only the key competencies for this role are listed. The selected candidate would be</p>	<p><b>Core Competencies:</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Solution-Oriented Analysis</li> <li><input type="checkbox"/> Sound Decision-Making</li> <li><input type="checkbox"/> Building Relationships</li> <li><input type="checkbox"/> Understanding Others</li> <li><input type="checkbox"/> Developing Capability</li> <li><input type="checkbox"/> Results-Oriented</li> </ul>

expected to demonstrate adequate levels across all core competencies).	
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