

act:onaid Job Description and Person Specification

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| Job Title: | Human Resource (HR) and Safeguarding Coordinator | Effective date | July 2021 |
| Department: | Human Resource & Organisational Development (HROD) | Job Family: | Human Resources |
| Reports to: | Head of HROD | Grade: | Six (6) |
| Location: | Country Office, Kathmandu | | |
| Direct Reports: | Human Resource Assistant | | |
| Job Role | | | |
| Role Overview: | <p>HR & Safeguarding Coordinator is responsible for the management of all operational HR business processes (in these areas but not limited to- recruitment & selection, onboarding & induction, insurance, performance management, learning & development, contractual process, exit etc.) under the direct supervision and guidance of Head of HROD.</p> <p>Building on ActionAid's Code of Conduct and its feminist approach, ActionAid is committed to preventing sexual harassment, exploitation, and abuse (SHEA) and other Safeguarding concerns, including child abuse and abuse of adults at-risk, and responding robustly when these harms take place. HR & Safeguarding Coordinator will be responsible for supporting Head of HROD/Safeguarding Focal Point (SFP) in aligning ActionAid International Nepal's (AAINs) culture, systems, processes, and policies with those of the ActionAid International (AAI) organisational safeguarding approach to ensure the highest standards of safeguarding are carried out. They will work with others to ensure that all staff and those we work with are aware of expectations regarding conduct and treat all people they come across in their working lives with respect and dignity.</p> <p>This position is responsible to contribute to the following institutional priorities as per the requirements of AAIN:</p> <ul style="list-style-type: none"> • Human right based approach (HRBA) • ActionAid's Humanitarian Signature • Feminist Leadership • Behavioural change approach (BCA) | | |
| Organizational representation | <ul style="list-style-type: none"> • Represents ActionAid international Nepal (AAIN) to attend various HR & Safeguarding network and alliance meeting, knowledge sharing and learning forums, document and share feedback with the team | | |
| Strategy development | <ul style="list-style-type: none"> • Contributes in the development of AAIN Country Strategy Paper and other organisational strategies, policies, guideline documents • Supports Head of HROD in the development and update of HR & Safeguarding strategy, policy, procedures, and guidelines | | |
| System compliance | <ul style="list-style-type: none"> • Adhere/ comply with approved organisational policies and procedures • Support Head of HROD in ensuring that all staff strictly adhere to the | | |

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| | <p>Organisational Code of Conduct, policies, procedures, systems and practices</p> <ul style="list-style-type: none"> • Remain vigilant of Conflict of Interest and Confidentiality issues across the organisation, and recommend appropriate actions to Head of HROD |
| Key Accountabilities / Responsibilities | Key Activities |
| Budgeting and planning | <ul style="list-style-type: none"> • Contribute to the development, review and consolidation of AAIN plans and budgets; and the annual national resource allocation • Support Head of HROD in preparing, tracking, and revising HRODs annual plan and budget (APB) • Draft Quarterly Performance Plan (QPP) of HROD • Consolidate annual Human Resource plans of each department/unit and track progress against the plan; recommend appropriate actions to Head of HROD for effective HR planning and implementation |
| Monitoring | <ul style="list-style-type: none"> • Ensure individual work plans and progress reports are submitted to Head of HROD at agreed intervals (monthly/quarterly etc.) • Support Head of HROD and line managers in monitoring each staff's performance and development, and recommend appropriate actions in case of observing exceptional performance/development or underperformance • Keep oneself up to date on changes in international and national HR/labour law and regulations as well as ActionAid International's (AAI) policies/framework, and recommend changes in AAIN policies/procedures to Head of HROD • Coordinate with Internal Audit for timely completion of annual Labour Audit and submit to the Department of Labour of the Government of Nepal |
| Reporting | <ul style="list-style-type: none"> • Draft HROD reports (including Quarterly Performance Report, QPR) to ensure that they meet the requirement of AAIN, AAI, donors and other relevant authorities • Keep up to date HR & Safeguarding information and data and provide an analysis when required for the continuous improvement of HROD processes |
| People Management | <ul style="list-style-type: none"> • Support in maintaining an enabling environment for staff performance, recognition, and reward to encourage staff productivity, innovation and performance (e.g., facilities, equipment, duty facilitation, team building etc.) • Participate in the review of staff job descriptions and setting of performance standards • Jointly develop performance/development objectives of supervised staff, conduct comprehensive performance appraisal of supervised staff and provide / obtain feedback • Provide induction, training, coaching, mentoring and advice to staff to ensure that they understand and carry out their responsibilities effectively |

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| <p>Communication and share learning</p> | <ul style="list-style-type: none"> • Contribute and support effective communication for AAINs visibility, profile building, networking and alliance building • Document and share key lessons learnt with other team members, functions, etc. • Maintain effective formal/informal communication with all staff to support HRODs Staff Engagement and Motivation initiatives |
| <p>Learning and Development (L&D)</p> | <ul style="list-style-type: none"> • Support in the development process of AAIN L&D Strategy • Prepare annual L&D Plan in line with L&D Strategy and play a facilitation/coordination role in the effective implementation of the L&D Plan |
| <p>HR Operations</p> | <ul style="list-style-type: none"> • Play a leading role in all HR operational processes including but not limited to- <ul style="list-style-type: none"> - Recruitment & selection - Onboarding & induction - Medical, accidental, and other staff insurance (such as Global AIG insurance) - Employment contracts and staff letters - Attendance and leave - Individual staff performance planning and reviews - Annual Cost of Living Adjustment (COLA) - Separation & final clearance • Support Head of HROD in strengthening AAINs staff performance management system and processes • Provide inputs to Head of HROD and Head of Finance/Admin for robust compensation and benefits management system; Support Finance in payroll processes, as and when required • Play an active role in ensuring staff and office safety & security working closely with the Security Focal Point • On Head of HRODs guidance, participate in employee relations processes such as grievance handling, investigation, disciplinary processes etc. • Accountable for maintaining all HR records and database (hard copies and e-copies)¹ in a systematic manner for easy retrieval at any time for audit and other requirements; ensuring full confidentiality of HR data/information • Take timely action for smooth management of employee life cycle by daily tracking HR trackers such as- contract renewals, probation period completion, etc. • Provide timely 'customer service' to staff as and when requested. Example: travel letters, experience letter, etc. |
| <p>Sexual Harassment, Exploitation and Abuse (SHEA) + Safeguarding</p> | <ul style="list-style-type: none"> • Support the SFP in developing complaints mechanisms. Seek regular feedback on the use of these mechanisms and monitor their use to ensure they are fit for purpose • Create and facilitate safe spaces to enable staff and others to raise concerns, share ideas, and collaborate freely • Under the SFPs guidance, provide necessary support to complainants |

¹ Including but not limited to- individual personnel file, data, and information; recruitment tracker; employee life cycle tracker; L&D tracker; performance management tracker; leave tracker, etc.

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| | <p>and survivors in line with AAI's survivor centred approach (e.g., medical support, psycho-social support)</p> <ul style="list-style-type: none"> • Work closely with the SFP for the development, roll-out, and communication of safeguarding implementation plans (these will include reporting mechanisms, tools, training programmes etc.) • Work closely with staff and partners as appropriate to ensure consistent Safeguarding measures (e.g., creating accessible complaints mechanisms in communities, ensuring that appropriate vetting is carried out on all staff and other representatives) are implemented in all ActionAid programmes and activities. • Ensure that all staff and partners raise community awareness of SHEA and Safeguarding policies and processes, especially when it comes to reporting safeguarding concerns (including complaints mechanisms) • Carry out partner and community visits and, where appropriate, make necessary recommendations to the SFP for improvements • Facilitate Safeguarding training programmes to enable AAIN and its partners' staff, volunteers, and contractors to fulfil their duties and responsibilities in relation to Safeguarding • Ensuring that everyone understands their roles and responsibilities with respect to Safeguarding when it comes to interaction with people we work with and those who are especially at-risk; and is provided with the necessary information, training and support on safeguarding matters • Support programme staff to ensure that partner organisations are also aware of our safeguarding standards and procedures • Maintain a confidential database of all safeguarding concerns, and their outcomes for relevant internal and external reporting purposes |
| Others | Any other official task as assigned by the Line Manager |
| Typical People Management Responsibility | |
| <i>Approximate number of people managed in total</i> | 1 |
| <i>Matrix Manager - (projects/dotted line)</i> | No |
| <i>Team Leader</i> | No |
| <i>Manager of Team Leaders/Managers</i> | No |
| What is the global remit? Operates in: | |
| <i>Own country</i> | Yes |
| <i>Geographic Region</i> | No |
| <i>Multiple Geographic Regions</i> | No |
| <i>Remit covers all ActionAid countries</i> | No |
| <i>Financial (limits/mandates)</i> | Limits |
| <i>Direct departmental budget:</i> | No |
| <i>Organization-wide expenditure</i> | No |
| Key Relationships to reach solutions | |

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| <i>Internal (to ActionAid or team)</i> | <i>External</i> |
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| All staff of AAIN, AAI HROD community, AAI Safeguarding Team | Other INGOs, Consultants, Government Line Agencies, Alliances and other stakeholders |
| Person Specification | |
| Education & Certifications | <ul style="list-style-type: none"> • A Bachelor's degree in HR Management or any other relevant degree from a recognized University; A Master's degree with a specialisation in HR preferred • Highly desirable- A formal qualification or certification in SHEA Safeguarding |
| Essential Experience | <ul style="list-style-type: none"> • At least five years' of work experience in various sub-functions within HR • At least one year of direct work experience in SHEA Safeguarding • Prior experience in the development sector would be highly advantageous • Experience of working in a multi-cultural environment |
| Essential Knowledge | <ul style="list-style-type: none"> • Good understanding of normal practices in non-profit organizations • Networking and collaboration |
| Language proficiency | <ul style="list-style-type: none"> • Excellent communication skills (reading, writing, listening, and speaking) in both English and Nepali |
| Essential Skills | <ul style="list-style-type: none"> • Excellent people/interpersonal skills including listening, communication, coordination, collaboration and influencing • Proven self/people management skills • Demonstrated ability to work under reasonable pressure, deadlines, and multiple priorities • Excellent hands-on skills using Microsoft Office Package, mainly MS-Word, Excel, PowerPoint, and Outlook |
| Personality trait | <ul style="list-style-type: none"> • Organized • Persistent • Collaborative • Wants to lead • Warmth/Empathy |

This Job Description covers the main tasks and conveys the spirit of the sort of tasks that are anticipated proactively from staff. Other tasks may be assigned as necessary according to organizational needs.

It is part of every staff member's responsibility to contribute to AAIN's mission and comply to AAIN's values, which are: *Mutual respect, Equity and justice, Integrity, Solidarity with the people living in poverty and exclusion, Courage of conviction, Independence, Humility.*

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It is part of every staff member's responsibility to contribute to AAIN's principles, strategies, policies, and procedures on *Feminist Leadership, Safeguarding (including Child Safeguarding and Protection from Sexual, Exploitation and Abuse [PSEA]), and Safety & Security.*