

Job Description

A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment, grading and performance management processes by stating the necessary competencies. It is mandatory for all positions.

Position:	HR & Admin Team Leader
Grade:	6
Date:	December 2023
Reports to:	Area Manager, NES
Technical reporting line:	HR Manager -CO
Supervision of:	Service staff
Duty station:	North-East Area Office (AO6), Qamishli
Travel:	20%
Project number:	SRFX0000
Duration and type of contract:	Employment Contract for 6 Months renewable based on the need, availability of fund and satisfactory performance.

All NRC employees are expected to work in accordance with the organization's values. To be **dedicated, innovative, inclusive** and **accountable** are attitudes and beliefs that shall guide our actions and relationships.

Background:

In the strategic period 2022-2025, NRC will continue consolidating and expanding its access in Syria to support the protection and resilience of displacement-affected populations through inspiring advocacy and efficient response, anchored on evidence-based decision-making, partnership with national responders and community-driven processes. NRC will rely on competent and committed staff who embrace NRC core values, protection policies and code of conduct, and a fit-for-purpose organizational structure to meet the strategic objectives. The purpose of this position is to support the day-to-day implementation of the Shelter and WASH projects delivered by NRC in Syria. The position-holder will be duty-stationed in the Northeast Area Office, Qamishli, but will be expected to travel to any other Syrian Governorate. Projects in this area are delivered through direct implementation, implementation with local partners and implementation with contractors.

The Human Resources and admin Team Leader handles overseeing day-to-day HR operations and supporting the implementation of the delegated HR function portfolio according to the Plan of Action at the area office level in line with NRC's policies and procedures.

1. Role and responsibilities

Generic responsibilities:

- Ensure compliance with NRC policies, guidelines, and standards.
- Ensure compliance with HR strategy, tools, handbooks, guidelines, and standards,
- Line management of HR staff at the area office.

- Implement the plan of action for the delegated HR portfolio.
- Promote and share ideas for technical improvement.
- Prepare periodic progress reports and other documents.
- Ensure capacity building of HR staff and transfer key skills.
- Advises and supports line managers and staff on recruitment, performance management, conflict resolution, duty of care procedures, policies and documents needed and implementation of NRC HR policies and procedures.
- Ensure NRC's related activities are implemented per NRC Safe and Inclusive Programming (SIP) guidelines, policies, and Syria-specific explanatory notes.
- Report any breaches/concerns, in a confidential manner, through NRC SCO reporting channels.
- Promote and secure a safe working environment for reporting concerns/breaches, and that all cases reported are processed confidentially and sensitively.

Specific responsibilities:

HR

- Ensure implementation of the recruitment procedures and manage the entire process of national staff recruitment up to grade «5» at area office level. Initiate and support CO with higher-level recruitment processes.
- Contribute to the alignment and design of HR policies, processes and procedures that look to improve organization attractiveness by recommending new policies and practices,
- Monitoring job offers and compensation practices; developing innovative ways to recruit and attract new talents to NRC in line with NRC minimum recruitment standards and SOPs.
- Follow up with HR Technical Assistant for the induction process of new hires, including induction plans, following up mandatory online and classroom training and ensuring line managers are compliant with probation period evaluation.
- Focal point at area office level for implementation of NRC Terms of Employment and all related policies
- Supervise insurance packages for employees, leave tracking, holidays, employment benefits/allowances and verify feedback to the country office focal point.
- Monitor and ensure that the performance management system is being carried out by line managers in a proper manner.
- In consultation with line managers, follow up on individual development needs and source internal and external training provisions as and when required. Update training tracker and report as needed.
- Facilitate training sessions on mandatory training and capacity-building activities for line managers, staff, and HR focal points in the Area Office on topics related to HR operational processes and systems.
- Ensure that personnel filing, leave tracking and attendance system monitoring are carried out properly and according to NRC policies and procedures.
- Ensure correct Payroll transactions and calculations are sent out to the CO on the time required.
- Lead the HR role in tasks related to contingent workers at the area office according to NRC policies and SOPs.

- Ensure that staff Entry and Exit Procedures/checklists including analysis reports are well established and implemented.
- Responsible for ensuring proper data management, ensuring continuous accurate processing, and filing of data, all related personnel documents, official forms, templates, documents, time sheets, pay slips and legal papers as per filing tree guidelines.
- Ensure that all the needed documentation for the internal and external audits is in place when required.
- Promote NRC's expected organizational behaviour and culture among staff through dissemination of HR information and messages to all staff under the area of responsibility.
- Focal point for Duty of Care at the area office and ensure that minimum standards, relevant documents and risk management initiatives and practices in the workplace are met.
- Updating organization charts and support in job evaluation/grading function.
- Answering employees' queries related to jobholder function, and report/escalate any feedback to HR Management. Conduct field visits to all related sub-offices to conduct spot checks, attend related meetings, follow up on various matters and address concerns.
- Active collaboration in any other HR project.

Admin:

- Oversee and support all administrative duties in the area office and guesthouses to ensure that the office is operating smoothly and manage maintenance.
- Review monthly reports: trackers (premises, electricity, water, landlines, kitchen supplies) and narrative report.
- Ensure all supporting documents are archived as per SSD.

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position:

- **Internally:** Including interacting with all team members, other departments in the duty station, other areas' offices and the country office as per the need.
- Field Program and Support Staff.
- **Externally:** External candidates, Training centers and trainers, Insurance companies.

2. Competencies

Competency is important in order for the employee and the organization to deliver desired results. Competencies are relevant for all staff and are divided into the following categories:

1. Professional competencies

These are skills, knowledge, qualifications, and experience that are important for effective performance.

Generic professional competencies:

Generic professional competencies are competencies required by any individual in this or a similar role, in any location in NRC. This includes some that apply to many jobs in NRC:

- 2 to 3 years minimum experience in Human Resources Functions preferably in a humanitarian/recovery context.
- Bachelor's degree in a related field (Human Resources, Business Administration, Human Sciences, psychology etc.).

- Fluency in Arabic and English, both written and verbal.
- Previous experience working in complex and volatile contexts.

Context related skills, knowledge and experience:

Context-related competencies are the knowledge, skills and experience required because of the context, location and/or current priorities in the role:

- Experience with Human Resources fundamentals & practices
- Hands-on experience in handling recruitment processes, duty of care, personnel management, and operational activities
- Knowledge of Syrian Labor and Social Security laws.
- Experience with Office applications (Word-Excel, Access Visio, and PowerPoint).
- Strong analytical skills and attention to detail.
- Strong communication, follow-up, and organizational skills.
- Good cultural awareness and sensitivity.
- Excellent skills in MS Office programs (MS Excel, Word, PowerPoint, database)

2. Behavioral competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioral competencies, and the following are **essential** for this position:

- Planning and delivering results.
- Working with People.
- Communicating with impact and respect.
- Initiating action and change.
- Empowering and building trust.
- Analyzing

3. Performance Management:

The employee will be accountable for and evaluated on the responsibilities and the competencies, based on NRC's Performance Management Framework. The following documents and process will be used for performance reviews:

- The Job Description
- The NRC Competency Framework
- Leadership profile and function role mandate for managerial roles
- Step 1 – Goal setting - planning stage – trial period review
- Step 2 – Regular Feedback
- Step 3 – Annual- end term review