



Helen Keller International JOB ANNOUNCEMENT

Africa Regional Human Resources Manager *(Dakar, Senegal)*

Established in 1915 with Helen Keller as a founding trustee, Helen Keller International (HKI) is dedicated to saving the sight and lives of the world's most vulnerable and disadvantaged. Headquartered in New York City, HKI has an operating budget of some \$80 million and currently conducts programs in 21 countries in Africa and Asia, as well as in the United States. Renowned for its reliability, efficiency and high level of technical expertise, HKI promotes the development of sustainable, large-scale programs that deliver effective preventative and curative services for nutrition, eye health and neglected tropical diseases. The hallmark of the organization's work is its proven success in developing, testing and scaling-up health interventions, and integrating them within government and community structures to support and build local capacity and sustainable solutions.

Africa Regional Overview

HKI's programs in Africa have a long history, going back more than 30 years. We are currently implementing regional, multi-country and country specific projects in 12 countries in Africa. With about 630 staff and an annual operating budget of over \$40 million, HKI's programs in Africa are funded by a mix of government, corporate and foundation donors. The country offices are supervised and supported directly by the Africa Regional Office (AFRO) team, and multi-country program managers, most of whom are based at the regional office in Dakar.

HKI is seeking a Regional Human Resources Manager (HR Manager) to work alongside country office management teams and local HR staff to attract, retain and motivate employees who embody our organizational values, and our vision of becoming the most technically and operationally competent organization in preventing blindness and malnutrition throughout the world.

Functional Relationships

Reporting to the Africa Regional Director of Operations (ARDO), the HR Manager serves as a member of the Regional Management Team (RMT). In addition, the position has a strong dotted line relationship to the Vice President, HR at the US headquarters and is a member of a global HR leadership team.

The HR Manager partners with Regional Directors and Country Directors to ensure alignment and appropriate adaptation of all HR policies and procedures to each country office and the Africa regional office.

As the functional lead for human resources in the region, the HR Manager serves as the dotted line manager of HR staff in the country offices, contributing to selection, performance management and any required disciplinary measures; and s/he leads a Community of Practice to continually develop HR staff in the region.

HKI has a matrixed reporting structure that respects both the line management and authority within country office and regional hierarchies; and the accountability and oversight duties of subject matter experts and multi-country program managers at the regional and headquarters level. Regular communication and a spirit of team work among colleagues, both hierarchically and laterally are essential to make this structure thrive.

Scope of the Position

As a member of the global HR team, the HR Manager plays a key role in the development of HKI's strategic HR development with a specific focus on national staff. And as a member of the RMT, the HR Manager is also a key contributor to the strategic development and oversight of country programs. In addition, the HR Manager is responsible for developing and implementing long and short-term work plans for HR in the Africa region.

This position serves as the technical HR resource for Regional Directors in their oversight and support to country programs, as well as to Country Directors and their deputies, and their HR staff with regards to labor law compliance; compensation design, analysis and implementation; employee relations; learning & development; performance management, etc. As such, the HR Manager helps to ensure high quality HR management and administration as well as the development, implementation and monitoring of standards and compliance in all areas of HR.

This position is based at the regional office in Dakar, Senegal, with regular field travel to the country offices and occasionally to HKI HQ for meetings.

Key Responsibilities

Overall Management and Leadership

- Within the mission, policies and guidelines of HKI, provide direction and guidance to HR planning in countries and contribute to strategic development of the Africa Region in accordance with the overall organizational strategic plan.
- Collaborate with the VP, Africa, the Regional Directors and the VP, HR, both individually and on organization-wide workgroups, in the development of and roll-out of HKI-wide policy and procedure changes, providing guidance and training as needed at the regional and country level to ensure that the quality of HR support meets HKI operations standards.
- Regularly analyze Africa Region HR capacity and contribute to efforts to develop strategies and initiatives to close identified gaps.
- Build strong relationships with Country Directors and country HR staff, providing advice, guidance and support in all areas of HR and in ensuring compliance at country office level to HKI policies and procedures.
- Work closely with regional and country office management to ensure understanding and compliance with host country labor and tax laws.
- Support Country Directors and regional management to address complaints and resolve problems pertaining to national staff. Contribute significantly to the supervision of country office HR staff at a variety of job levels in accordance with the organization's policies and applicable laws, including interviewing, hiring, and training employees; appraising performance; and/or disciplining employees.
- Develop and maintain strong working relationships within a multi-disciplinary, multi-cultural environment to ensure that regional and country office teams develop, promote and maintain integrated and cooperative operational units.

Internal Capacity Development and HR Management

- Lead the development of an annual HR work plan for the region that sets priorities for projects pertaining to compensation design and analysis, the development of standardized HR policy and procedures, labor law compliance, learning & development initiatives, etc. across the Africa region.
- Review and recommend changes to regional and country office organization structure and staffing levels to support effective program delivery and anticipation of funding or programmatic changes, especially as regards HR staffing.
- Advise and assist managers and employees in the interpretation and implementation of company policies and procedures, and compensation and benefits.
- Guide the resolution of complex employee relations matters in the regional and country offices that support the resolution of issues in a manner that treats employees equitably and serves the best interests of the organization, calling upon expert resources, as needed.

- Continue to develop and guide policies and practices related to compensation including, but not limited to: job analysis; survey participation; job matching; building harmonized salary scales; budgeting increases; and staff communication.
- Provide support to management to continually develop and monitor implementation of HKI's policies and procedures in performance management and learning & development.
- Add a critical field perspective to the ongoing development of HR systems to improve efficiency and reliability of data in HKI's global enterprise resource software. Play a key role in implementation and quality control of HR features.
- Partner with Regional and country office staff to conduct routine reviews and updates of HKI standard operation procedures and HR Manuals that align with HKI values, internal guidelines while ensuring appropriate adaptation to the size of the country office and compliance with all local labor laws.
- Train new Regional and Country Directors on HKI's HR practices and orient them to ongoing projects and new initiatives.
- Participate in country office HR staff recruitment.
- Provide orientation, training and capacity building to all human resources staff as necessary. Lead a regional HR Community of Practice.
- Partner with country and regional management to respond promptly to emergent issues.

Qualifications

- Bachelor's degree with a minimum 8 years directly relevant international HR experience, or equivalent combination of education and experience. One or more pertinent certifications such as GPHR, or a Masters' degree is highly desirable.
- Demonstrated knowledge of HR practices and employment laws and regulations, and their day-to-day application, including experience partnering with senior managers.
- Exceptional interpersonal skills and ability to build collaborative relationships with employees from diverse backgrounds at all levels.
- Ability to use tact diplomacy, mature judgment and creative problem solving skills is essential.
- Ability to handle confidential matters with a high level of integrity and discretion.
- Excellent oral and written French and English skills required; Portuguese, a plus.
- Ability to develop and interpret HR policies and procedures.
- Excellent capacity building and coordination skills. An ability to effectively coach and mentor staff.
- Demonstrated knowledge and skill in creating and delivering adult learning and training opportunities for staff a plus.
- Detail oriented with excellent organizational skills and follow-through skills.
- Demonstrated knowledge of the application of information technologies to HR. Strong Excel skills and/or experience with HRIS systems a strong plus.
- Experience in the nonprofit sector strongly preferred. Demonstrated interest in working with an international nonprofit required.
- Ability and willingness to work in challenging and changing environments, and to see through challenges and find solutions
- An ability to maintain balance when under stress
- Demonstrable respect for all persons regardless of religion, ethnicity, class or gender, with a high comfort level working in a diverse environment with a demonstrated commitment to high professional ethical standards.
- Residence in or willingness to relocate to Dakar, Senegal.
- Ability and willingness to travel within the region plus occasional trips to HQ, up to 10-15% of the time

To Apply

Qualified candidates should submit a cover letter and resume to HKI.Recruitment@hki.org noting the job title in the subject line. Applications will be accepted until the position is filled.