

HERD INTERNATIONAL

TERMS OF REFERENCES

1. **JOB IDENTIFICATION**

Job Title	: Senior Officer - People and Operations
Reference No.	: 06/2079-080
Department	: Operations
Reporting to	: Operations Manager / Managing Director
Job status	: Annual Contract
Working hours	: 40 hours per week (Monday to Friday, 9 am to 5 pm)
Job Assignment	: HERD International central office with frequent field visit

2. **WE IN BREIF:**

HERD International is a national agency that aims to generate evidence and use them to strengthen systems and empower people in health and social development sectors. In doing so, HERD Int. engage communities, policy practitioners, researchers and respective stakeholders to promote evidence informed locally tailored solutions to local issues and help institutionalization of good practices to improve quality of life of people. It is legally registered as a service company under the Office of the Company Registrar, Ministry of Industry, Nepal. We follow a systematic and comprehensive approach encompassing every component of the systems through multisectoral collaboration. We attempt to breach the traditional boundaries of the health and social sector to engage with multiple actors for improving people's health and strengthening systems. Moreover, we encompass cultural, economic, political and social diversity, which is upheld in the multidisciplinary team composition.

3. **JOB PURPOSE:**

Senior Officer - People and Operations (PO) is one of the full-time members of People and Operation Department of HERD International, expected to liaise with different departments and work in a team to ensure effective and efficient ways of strengthening people to people network and relations, HR and administration functions of the organization. The Senior officer will report to the Operation Manager and will be responsible to develop and implement organization's plans and policies, design people to people strategies, HR plans and activities, create cross functional collaboration and ensures employees concerns and needs are met for better performance. The position is expected to identify internal and external people networks towards strengthening people to people management for the organisation. The person should also act as a core member of the operations team towards operationalization of organisation's policies and plans.

HERD International is seeking a Senior Officer – People and Operations as a core team member of the organization, to strengthen human relations, people to people networking, human resource management, logistics management and support general administration system of the organization.

4. **MAIN RESPONSIBILITIES:**

A Strategist: Improve the operation systems and policies in support of organizations mission - specifically, support better management functions, reporting, information management, and organizational planning.

A Change Agent: Help adapt the organization for its next stage of growth or evolution through formulation of strategies for change or organization development interventions. Lead people to people management framework with inward and outward facing responsibilities.

An Administrative Artisan: Follow changes in legislation, regulation, occupational health and safety rules, and other types of labour or trade law and helps the organization adapt in order to stay compliant with those laws.

An Employee Advocate: Must know the employees well and promote communication, which can include employee surveys, employee suggestion programs, all-employee meetings, and any other program that can make employees feel part of the team and dedicated to organizations vision.

A catalyst for capacity enhancement: Develop and implement people to people and organizational capacity enhancement framework, liaise with other respective departments to execute capacity enhancement interventions in the organization.

FUNCTIONAL ROLE AND RESPONSIBILITIES:

A. Human Resources Management

- Manage and increase the effectiveness and efficiency of HR and General Admin services through improvements to each function as well as coordination and communication between supports and other departments functions;
- Manage orientation programs for staff, present HR policies and procedures and ensure that all staff are made aware of relevant policies and procedure;
- Maintain the work structure by updating job requirements and job descriptions for all positions;
- Ensure legal compliance by monitoring and implementing applicable human resource requirements; conducting investigations; maintaining records;
- Maintain historical human resource records using online HR system, keeping past and current records (employment contract, service contract, maintain records and compile statistical reports concerning personnel-related data such as contract, performance appraisals, leave and benefits, and others)
- Ensure meaningful engagement of all respective staff members in delivery of their roles and responsibility;

- Maintain organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; recommending changes;
- Ensure planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; hearing and resolving employee grievances; counseling employees and supervisors;
- Appraise staff training need and send them to appropriate training program;
- Strengthen and monitor performance management system;
- Prepare employees for assignments by establishing and conducting orientation and training programs;
- Maintain professional and technical knowledge by attending educational workshops; reviewing professional publications, establishing personal networks, participating in professional societies;
- Use behavioural skills to deal with emotional and social problems of employees in accepting and implementing change;
- Maintain employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends, recommending benefit programs to management;
- Processing employee's requests, handle sensitive information confidentially and maintain consistency in the treatment of employees, handling daily employee issues, complaint solving processes;
- Supervise human resources and general admin unit staff as assigned by the organization.

B. General Administration Management

- Responsible for compliance of policies, guidelines, code of conduct and directives by staff with its monitoring and follow-up.
- Responsible for Legal compliance of organization.
- Responsible for reviewing and analysis of policies and guidelines then refer to Managing Director with recommendation for further development.
- Record keeping of legal documents of organization.
- Review of the contract documents, negotiate with vendors / clients.
- Oversee event management (training, workshop, other events etc.)
- Support to establish & strengthen the procurement procedures including the systems for tendering, tender evaluation, contract award, contract administration, payments and ensure full compliance with organization procurement policies.
- Facilitate as a focal point for the maintenance and repairs of assets, liaising with the appropriate staff to arrange quality repairs of reported damages in a timely manner.
- Ensure safety and security of staff and properties.

C. Logistics and Assets Management

- Prepare annual procurement plan based on approved plan and budget.
- Perform logistical activities in accordance with organizational' logistic management policy and maintain the receipt and issue record of the logistics item.
- Support to establish & strengthen the procurement procedures including the systems for vendor listing, tendering, tender evaluation, contract award, contract administration and ensure the compliance with organization procurement policies.
- Proper recording, maintenance and updating of the assets (major and minor) including the timely insurance of valuable items.
- Facilitate as a focal point for the maintenance and repair of assets, liaising with the appropriate staff to arrange quality repairs of reported damages in a timely manner.

D. Organizational Effectiveness

- i. Contribute ideas and be innovative for the creation and continuation of efficient professional teams.
- ii. Contribute to use data in decision making and management style of the organization.
- iii. Contribute to driving initiatives in the management team and organizationally that contribute to long-term operational excellence.

E. Organizational Leadership

- Participate in different meetings, trainings, workshops, and seminars as required for the organization.
- Contribute to short and long-term organizational planning and strategy as a staff member of the organization.
- Contribute ideas and be innovative for the creation and continuation of efficient professional teams and strengthening of human resources and organizational capacity.
- Contribute towards the development and growth of HERD International by contributing in vision-setting, policy formulation, strategy development, process review and program evaluation
- Contribute to driving initiatives in the management team and organizationally that contribute to long-term operational excellence.
- Contribution to exploring possible funding opportunities locally and internationally and assist in the development of funding proposals.

F. Communications and Working Relationships

- i. Work in close coordination with other team members across the organization
- ii. Support to communicate with relevant partners and/or responsible persons to share or correspond relevant information.

iii. Communicate HR related and administrative matters to the staff members.

5. SCOPE AND RANGE

The position is under the Operations unit. The responsibility and authority of the position is executed/ guided by the HERD international’s policies and guidelines.

6. ORGANIZATIONAL POSITION

This position is linked to the organizational structure as Senior officer- People and operations under the operations unit.

7. JOB DESCRIPTION AGREEMENT

The job description of the position is a part of the employment contract.

8. PERFORMANCE APPRAISAL

The performance appraisal of the position will be completed annually by the Line Manager as per the HERD international’s performance appraisal system. In addition, the line manager may execute performance appraisal for specific issues in a specific period.

9. EQUAL OPPORTUNITIES:

All duties will be carried out in a manner that supports and promotes absolute commitment to HERD international and its policies.

10. APPLICABLE POLICIES

All HERD international’s policies and guidelines are applicable to its members of staff.

11. APPEAL

In cases of disagreement on disciplinary action, the staff has the right to appeal through the organizational appeal system.

12. JOB PROFILE

S.N	Assessment criteria	Essential	Desirable	Remarks
1	Academic Qualification	Master’s degree in human resource management/Business Administration or related disciplines	Specialized in Human Resource management	
2	Experience	At least 5 years of demonstrable experience in human resources, logistics and administration management	Experience of working with non-government and multi donor funded development agencies	
3	Knowledge	Demonstrated leadership and vision in managing big team and major projects	knowledge of labor act, company act and other compliance implications of	

			non-profit status.	
4	Skills and Abilities	Excellent computer skills and proficiency in MS Office. Excellent communication skills both verbal and written.	Good planning, Communication, supervision and coordination with government agencies	
5	Attributes	Commitment to social justice and the mission. Excellent interpersonal skills and a collaborative management style, attracts trust and respect of other people, able to make healthy relationships, and pay attention to equity, inclusion, intersectionality, diversity and local world view	Team player, leadership, courageous, compassionate empathy, open-minded	