

# Head of Human Resource at SOS Children's Villages

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SOS Children's Villages Tanzania

SOS Children's Villages in Tanzania is a local non-government and non-denominational organization affiliated to SOS Children's Villages International, a worldwide child care organization that work to protect and care for children who have lost parental care, or who stand at risk of losing the care. Established 74 years ago, SOS Children's Villages, currently has Children's Villages and other projects in 135 countries around the world. Globally, it runs two major programs i.e., SOS family like care and family strengthening program supporting families in local communities. SOS Children's Villages has been working in the United Republic of Tanzania since 1991. Our programs are in Zanzibar, Arusha, Dar es Salaam, Mwanza and Iringa. To achieve our mission and Strategy, we focus on ensuring the best care of children, innovation, and effective collaboration with partners. Our Core Values guiding who we are, and what we do include courage to take action, commitment to keep our promises, trust to believe in each other, and accountability to be reliable partners. SOS Children's Villages in Tanzania seeks to recruit suitably qualified candidates to fill the following vacant positions;

Job Title: **Head of Human Resource**

Duty station: National Office- Dar es Salaam

Reporting to: National Director

Contract Period: 2 years with possible extension

### **JOB SUMMARY**

The Head of Human Resources (HoHR) is responsible for setting the strategic direction and growth of human resources, including workforce development and planning. The principal objective is to elevate both staff performance and organizational performance to the required level. The HoHR will provide leadership and actively contribute to processes aimed at enhancing organizational development and leadership within the National Association. Additionally, the HoHR will lead the implementation of the HR manual, communicate and orient staff on new HR policies. They are responsible for the staff training and development function, actively seeking and implementing programs such as workshops, courses, and seminars to help staff acquire new skills and enhance their abilities for improved performance. In a balanced manner, the HoHR will advocate for the team/staff concerning their genuine concerns and relations to the organization, as well as advocate for the organization in terms of its desired direction. The HoHR will apply the current

national labor law to the National Association staff conditions of service and other HR policies. Moreover, the HoHR will play a key role in staff discipline and counseling, guiding procedures and providing up-building advice to the staff.

## **MAJOR RESPONSIBILITIES**

### **Leads Human Resource Planning and Implementation of HR Policies:**

Projects and plans for new positions in consultation with the National Director, project managers, and National Office department heads.

Announces vacant staff positions, manages recruitment, and oversees placement for approved positions, ensuring adherence to proper procedures and good HR practices.

Leads staff interviews and establishes well-balanced interview panels, ensuring compliance with SOS policies and procedures in staff recruitment practices.

Provides staff employment documentation (e.g., position offers, appointment letters, contracts, and job descriptions) based on established staff employment policies and procedures.

Supervises the management of detailed, confidential personal information for each employee at the projects and the National Office. Ensures adequate records of key employee documents and advises project heads on possible improvements in staff personal records.

Conducts reference checks and verifies testimonials for shortlisted and selected applicants for senior positions.

Leads Human Resources reviews, development, and planning processes.

Develops HR strategies and objectives for the National Association.

### **Leads Human Resource Policy Development and Review:**

Leads the development of new policies associated with HR processes and conducts reviews of such policies.

Plans and facilitates regular reviews of effective HR management practices and policies, ensuring good participation from staff teams, management, and the board's trustees.

Advises the National Director on significant needed changes in HR policy and ensures compliance with both SOS-KDI human resource policies and Tanzanian labor legislation.

Develops and monitors the application of various policies in line with the NA's strategic objectives to ensure the consistent implementation of HR procedures and organizational compliance with recognized/good HR practices.

### **Promotes Employee Relations:**

Provides clarification and guidance to line managers to implement HR policies, systems, and processes in line with the Human Resource manual.

Supports line managers in engaging in effective and open communication in matters affecting staff and their relationships with their supervisors to maintain cohesive and supportive staff teams.

Maintains open communication with project heads/facility managers on matters of staff indiscipline, ensuring that all such cases are well-attended to fairly and firmly.

Involves in staff discipline and grievance proceedings (following laid-down procedures and at stages deemed appropriate) in conjunction with project heads. Briefs and consults the National Director on significant staff indiscipline cases, seeking his involvement and advice as deemed appropriate.

Advises and supports project heads on opportunities for improving relations among employees and with the organization.

Seeks opportunities for improving staff welfare and supports such genuine proposals.

Promotes employee morale and productivity through programs that positively involve employees to sustain two-way channels of communication.

### **Leads Staff Performance Management:**

Leads the implementation of the performance management policy, supports line managers in promoting staff performance and productivity across the organization through the practical application of this policy, and assists them in addressing situations of poor performance.

Follows up on the practice of staff performance evaluations by project managers, ensuring that appraisals are carried out timely and effectively.

Works with project managers on the needs for action reflected in reports on staff performance and supports them in addressing cases of persistent poor performance. The HOHR is also responsible for promoting a performance culture within the organization.

Reviews and makes improvements to performance management and appraisal tools.

Leads the preparation and review of job descriptions, ensuring that job roles are distinctly defined to support organizational structures effectively.

The HoHR is responsible for the process of staff recognition and awards using the established policy.

### **Coordinates Staff Orientations. Induction and Development:**

Develops and coordinates orientation programs for new and existing staff, ensuring that they receive comprehensive orientation and focused induction into both the organization and their roles.

Initiates the assessment and planning for the development/training needs of key staff, coordinating training activities across the National Association with project managers, department heads, and the National Director. The Head of Human Resources (HoHR) oversees the implementation of approved development/training programs.

Produces reports after each training event, which serve as references when evaluating training effectiveness and addressing post-training needs.

Manages correspondence and liaises with the SOS Regional Training Centre, regional HR advisor, and external training organizations to address the organization's development needs.

### **Performs Other Responsibilities:**

Provides firm support to the National Director in developing various management processes in promoting the objectives of the National Association.

Supports the National Director in meeting the needs of important meetings within the National Association, such as developing agenda, presentations and documents for planning forums, board meetings etc.

Oversees the whole working of the National Office setup and operations, ensuring good standards and overall efficiency.

### **KNOWLEDGE, SKILLS, QUALIFICATIONS. ABILITIES, AND BEHAVIORAL COMPETENCES:**

Master's degree in Human Resource Management, Public or Business Administration, Industrial Relations/Psychology, or a related field, with a minimum of five years of directly related work experience and additional training/courses. Equivalent demonstrated professional experience may be considered.

A minimum of 7 years of progressive professional experience in HR, with a strong preference for experience within an international NGO setting in Tanzania.

In-depth understanding of Tanzanian HR practices and standards, demonstrating a comprehensive knowledge of Tanzanian labor law and customs.

Strong relationship-building skills and cross-cultural sensitivity, with the ability to effectively interface with internal and external stakeholders from diverse backgrounds.

Sound judgment and discretion to represent the Organization in a highly professional manner.

Proven ability to provide meaningful and comprehensive HR support to a diverse team, senior management, and the board.

Proven leadership skills with a track record of successfully managing and leading HR teams in a dynamic and evolving organizational environment. Demonstrated strategic thinking and the ability to align HR strategies with organizational goals and objectives.

Extensive experience in managing employee relations issues, including conflict resolution, performance management, and disciplinary processes.

Excellent communication skills, both written and verbal, with the ability to convey complex HR concepts in a clear and concise manner.

Competency in HR software/applications and proficiency in Microsoft Office Suite (MS Office/Excel/Word/PowerPoint).

Excellent command of written and spoken English.

### **HOW TO APPLY**

Interested candidates for any of the above positions should submit an application letter via email, along with a detailed and updated CV that includes telephone contacts, email address, and details of at least 3 referees. The candidate **MUST** clearly indicate the title of the position applied for. Only candidates contacted for the interview will be required to submit copies of

academic and professional certificates. The closing date is 8th February 2024.  
To apply, please send your application to;

The National Director, SOS Children's Villages.

Dar es Salaam, Tanzania

EMAIL: [recruit.sostanzania@sos-tanzania.org](mailto:recruit.sostanzania@sos-tanzania.org)

Please Note: SOS Children's Villages Tanzania is an equal opportunity employer and committed to keeping children safe from abuse and harm, prevent all forms of exploitations, harassment and abuse among staff, program participant, donors and community members. Therefore candidates applying for this post will be subject to child safeguarding recruitment procedures and checks.

Only short listed candidates will be contacted