



Refugee Law Project

School of Law, Makerere University
A Centre for Justice and Forced Migrants



Position:	Senior Human Resources Officer
Work Station:	Kampala, Refugee Law Project (RLP) Head Office
Programme	Management
Reporting to:	Director

Job Summary:

The Human Resources Manager oversees, implement, interpret and give technical guidance in regard to Human Resource Policies and procedures in RLP. The Human Resources Manager is responsible for implementation of HR Strategies; effective delivery of HR services and management; interpretation and application of HR policies; rules and regulations; facilitation of internal procedures and process solutions to a wide spectrum of complex HR issues. The HR Manager promotes a collaborative, client-oriented approach and contributes to the maintenance of high staff morale. He/she is to support formulation of solid HR strategies and implement Project human resources initiatives to attract, develop, motivate, and retain the most suitable talent throughout the projects and facilitate successful performance management.

Key performance areas and tasks

KPA1: Human Resource Planning, Resourcing and Engagement

- Maintain the work structure by updating job requirements and job descriptions for all positions;
- Maintain organization staff by establishing a recruiting, testing, and interviewing program; Guiding and advising assessment team on candidate selection;
- Coordinate all job evaluations at all levels in the institution;
- Ensure staff are familiar with existing HR policies.
- Ensure compliance of policies, keep track of changes in organizational policies, rules and regulations and coordinate orientation sessions on various topics of interest to all staff.

KPA2: Development of HR Capacity and Capability

- Arrange induction and onboarding orientation for new employees and coordinate with concerned units for orientation program and facilitate employee offboarding process.
- Oversee the preparation for employees for assignments through establishing a detailed orientation and training programs;
- Assess staff capacity gaps and advise on possible means to fill the vacancies;
- Design staff capacity development programmes and processes;
- Deliver capacity development programmes and processes for staff;
- Coordinate the assessment of staff capacity gaps and needs.



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KPA3: Compensation and Benefits

- Maintain a pay plan by conducting periodic pay surveys;
- Preparing pay budgets; monitoring and scheduling individual pay actions;
- Recommend, plan, and implement pay structure revisions;
- Maintains employee benefits programs and informs employees of benefits by studying and assessing benefit needs and trends;
- Recommending benefit programs to management; directing the processing of benefit claims;
- Obtaining and evaluating benefit contract bids and awarding benefit contracts;
- Designing and conducting educational programs on benefit programs

KPA4: Performance Management

- Manage annual performance appraisals, initiate probationary performance assessment for staff and develop annual performance development plan based on staff's need for capacity building.
- Facilitate work planning and definition of performance expectations;
- Conduct staff performance monitoring exercises;
- Ensures planning, monitoring, and appraisal of employee work results by the respective supervisors to coach and discipline employees;
- Maintain the work structure by updating job requirements and job descriptions for all positions in RLP and counseling and providing advice to employees based on their performance outcomes.

KPA5: Workplace Healthy and safety

- Identify workplace Health and Safety risks and coordinate the provision of Health and safety services

KPA6: Employee Relations

- Maintains management guidelines by preparing, updating, and recommending human resource policies and procedures;
- Facilitate development, review and dissemination of Human Resources Policy and Procedure Manual;
- Communicate HR related management decisions to staff;
- Ensure compliance with employment laws and policies;
- Schedule management conferences with employees in a bid to hearing and resolving employee grievances;
- Counselling employees and supervisors



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- Ensures legal compliance by monitoring and implementing applicable human resource federal and state requirements;
- Conducting investigations, maintaining records and representing the organization at hearings

KPA7: Separation Management

- Conducting and analyzing exit interviews; recommending staff adjustments;
- Provide advice on termination processes;
- Implement termination decisions and provide post termination support.

KPA8: Administration

- Contributes to team effort by accomplishing related results as needed;
- Oversees the completion of human resource operational requirements by scheduling and assigning employees; Following up on work results;
- Maintains professional and technical knowledge by attending educational workshops;
- Reviewing professional publications;
- Establishing personal networks and participating in professional societies;
- Maintain employee records according to policy and legal requirements.
- Maintains human resource records by designing a filing and retrieval system for keeping past and current records

KPA9: Procurement and Logistics

- Manage the procurement processes and ensure that the set procedures are adhered to and followed throughout.
- Provide supervision to the Logistician/Driver thus ensuring that transportation services are available for all staff.

Required Qualifications and Experience

Education

- Master's degree in Human Resources, Business Administration, Industrial and Organizational Psychology, Social Sciences, public administration, law, or a related field of social or behavioural science from an accredited academic institution.

Experience

- 7 years' experience of progressively responsible experience in human resources policy development and practice is required including presentation of training sessions;
- Previous working experience in humanitarian and development organization is an advantage;



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- Familiarity with Uganda's labour laws and practices.

Skills

- Demonstrated writing skills;
- Must be adept at problem-solving, including being able to identify issues and resolve programs in a timely manner.
- Must possess strong interpersonal skills;
- Must be able to communicate clearly, both written and orally, as to communicate with employees;
- Strong customer service orientation;
- Strong organizational skills with attention to detail;
- High level of cultural sensitivity;
- Formulating human resources strategies and concepts including managing complexity and change, creating and innovating, persuading and influencing;
- High level of computer literacy with experience in HR IT systems and applications;
- Excellent organization skills; analytical and creative thinking; and,
- Ability to prepare clear and concise reports.

Languages

Fluency in English language is required (oral and written). Working knowledge of another international language is an advantage.