NRC NORWEGIAN REFUGEE COUNCIL

NRC in Syria

NRC is in Syria to support people affected by forced displacement (IDPs, returnees, host community etc.) so that they can have access to timely and effective assistance, to cope with the crisis and when the crisis ends return and rebuild their lives. Since the start of its activities in mid-2016 in Syria, NRC has reached with humanitarian assistance to more than **600,000 people** particularly in the Governorates of Damascus, Aleppo, Qoneitra, Dara'a, Hama, Hassake and Rif Damascus, out of which more than 152,000 people reached in 2020 with the provision of more than 255,000 services and moving forward to reach more during 2021.

NRC will continue to apply an integrated programming approach, where Education, capacity building, Shelter/WASH, and Food Security and Livelihoods (FSL) programmes work jointly to enable displacement-affected populations to meet their basic needs, enjoy their rights, and benefit from pathways to durable solutions.

Role and responsibilities:

The purpose of the HR/ Admin Coordinator is to implement NRC's HR systems and procedures for the NES AO. The HR/ Admin Coordinator works under guidance of the Area Manager to fulfil the objectives in accordance with NRC's mandate and country specific strategy as well provide support to admin related issues at the area office. The main objective for the coordinator is to manage and develop the Human Resource team, facilitate growth in staff, and ensure high-quality performance management throughout the office in compliance with NRC's policies and procedures.

Generic responsibilities (max 10)

These responsibilities shall be the same for all positions with the same title. The responsibilities shall be short and essential. Details belong in the Work and Development plan.

1. Implement NRC's systems and procedures at area level
2. Ensure adherence to NRC policies, handbooks, guidelines and donor requirements
3. Coordinate staff recruitment, exits and inductions
4. Supervise, train, and develop HR team at area & field level
5. Prepare and submit periodic reports and analysis
6. Ensure proper filing of all support documents including staff records
7. Support line managers in HR processes and procedures
8. Management of HR admin team
9. Coordinate staff recruitment and exits, introductions, training, staff benefits
10. Ensure standardization and compliance of HR processes among all offices

Specific responsibilities

These responsibilities shall be adapted to the particularities of the job location and context, phase of operation, strategic focus and type of programme intervention. This section should be revised whenever a new employee is hired or the context changes significantly.

- Line manages, train and develop the capacity of the HR and admin team on a day-to-day basis
- Ensure adherence to national labour law in all HR processes and procedures
- Advice and mediate in disagreements or conflicts between staff members
- Coordinate with relevant partners, as: lawyers, (local) authorities and suppliers, when necessary, on HR related subjects
- Share regular payroll updates and transactions with the HR Country office to ensure accurate calculations of allowances, deductions, and benefit schemes as per the set Terms of Employment; and conduct proper analysis adding any recommendations for adjustments or improvements
- Actively coordinate on and advocate for NRC's duty of care standards to NRC staff in the area office

- Ensure implementation of the recruitment procedures and manage the entire process of national staff recruitment up to grade 7 at area office level. Initiate and support CO with higher-level recruitment processes.
- Responsible to ensure that the end of assignment procedures for staff is implemented at the area office (Debriefs, Exit Procedures/checklists, final clearance etc).
- Coordinate contingent workers recruitment, inductions, exit procedures for the Area Office.
- Follow up on all related personnel management, staff database, access control, attendance, leave balances, and documentation to ensure compliance of filing using hard copy personnel files and e-filing
- Promote and ensure high quality follow up to NRC's Performance Management Cycle, and provide policy and follow up on staff development, e.g. facilitate capacity building, career advancement and training for national staff
- Follow up on allegations and/or breaches and misconduct of staff. Conduct needs assessments and investigations for respective cases and Implement NRC disciplinary measure procedures and take actions as appropriate and approved by the management.
- Responsible to support the area management to create and implement the area level learning and development plans and produce L&D reports and trackers for mandatory courses.
- Support with facilitating training sessions on mandatory trainings and capacity building activities to line managers, staff, and HR focal points in the Area Office on topics related to HR operational processes and systems.
- Responsible for conducting field visits to all related sub offices to conduct spot checks, attend related meetings, follow up on various matters and address concerns.

Admin:

- Oversee and support all administrative duties in area office and guesthouses to ensure that office is operating smoothly and manage maintenance
- Review monthly reports: trackers (premises, electricity, water, landlines, kitchen supplies) and narrative report (e.g. LDR)
- Oversee management, maintenance, and distribution of admin stock in the warehouse
- Ensure all supporting documents are archived as per NRC's standard supporting documentation procedures.
- Arrange for staff and visitors' visit to area office (flight bookings, transport and accommodation)
- Develop and maintain internal and external cleanliness standards of the office premises to ensure a good working environment.

Critical interfaces:

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

- Work closely with HR colleagues in the Country Office and the area office
- Work closely with Line Managers, Coordinators, and HR in the field/ sub offices for support and standardization
- Work closely with the Finance Department on payroll, salaries, and allowances
- Work closely with the Logistics Department for the administration management of the NRC premises
- Other departments in the duty station and other areas have offices and country offices as per the need.

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Scale and scope of position

Staff:	Line manages HR Officer, HR and Admin Technical Assistants, Service staff
Stakeholders:	INGOs, local NGOs, UN agencies, civil society, governmental bodies, and local authorities
Budgets:	TBC
Information:	Office 365, Agresso, Intranet, HR Databases. Web-recruiter
Legal or compliance:	The term of employment, NRC's Code of Conduct, NRC's Policies and Procedures, and donors' rules and regulations

1. Competencies

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

1. Professional competencies

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

Generic professional competencies:

- A minimum of 3 years of experience in the HR field in the humanitarian sector
- Bachelor's degree in human resources, business administration, social studies, or other related discipline.
- Previous experience from working in complex and volatile contexts
- Documented results related to the position's responsibilities
- Proven knowledge and experience in leadership positions and HR team management
- Previous experience in payroll calculations and administration
- Fluency in Arabic and English, both written and verbal

Context/ Specific skills, knowledge and experience:

- Proficiency in MS Office Suite (Word, Excel, PPT, Visio) as well as the capacity to operate in databases including HRIS, etc.
- Knowledge in Syrian Labour and Social Security laws.
- Experience in Northeast Syria is desirable
- HR knowledge in different technical areas (compensation & benefits, recruitment, training & learning and development)
- Excellent written and oral communication
- People management & Capacity building
- Change management, Problem solving & Organization
- Flexibility and Ability to prioritize demands and work under tight deadlines.
- Good cultural awareness and sensitivity.
- Highly approachable, trustworthy, and confidential.

2. Behavioral competencies (max 6)

These are personal qualities that influence how successful people are in their jobs. The following are **essential** leadership competencies for this position:

- Build meaningful relations
- Empower people
- Act with integrity
- Deliver results

2. Performance Management

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The NRC Competency Framework and the leadership profile

Additional Information

Contract period: Up to one year, renewable based on need, availability of funds and satisfactory performance.

Salary/benefits: According to NRC's salary scale and terms and conditions

Duty station: **The duty station is flexible and can be based in Raqqa, Qamishli, or Hasakah.**

To apply for this Vacancy, please copy below link:

https://23109900.webcruiter.no/Main/Recruit/Public/5214015874?link_source_id=0