



TERMS OF REFERENCE

Position: Human Resources Coordinator – Country Office

Location: Iran (Tehran based), with possible travel to field

Duration: One year, with possibility of extension

Reports to: Human Resources Manager

About RI: Relief International is a leading nonprofit organization working in 20 countries to relieve poverty, ensure well-being and advance dignity. We specialize in fragile settings, responding to natural disasters, humanitarian crises and chronic poverty.

Relief International combines humanitarian and development approaches to provide immediate services while laying the groundwork for long-term impact. Our signature approach -which we call the RI Way- emphasizes local participation, integration of services, strategic partnerships, and a focus on civic skills. In this way, we empower communities to find, design and implement the solutions that work best for them.

RI believes that gender equality is a basic right for all people, and it is critical to directly address gender-based discrimination and promote gender equality in order to ensure sustainable development.

RI in Iran: Relief International has been active in Iran since 1989. The Iran operation focuses on providing and improving access to health, education and livelihoods to Afghan refugees – with protection effectively mainstreamed across our activities. Relief International is a major actor in disaster response in Iran and currently implements a large-scale COVID-19 response. We support national CSOs as well as coordination and advocacy with other INGOs, UN agencies and Governmental partners to improve the overall humanitarian and development response.

Position Summary:

The HR Coordinator will ensure implementation of RI policy on Human Resources management with focus on effective recruitment, staff development, remuneration and performance management. He/She will support the efforts of the HR Manager to design HR systems that ensure workforce are well managed, motivated, and their capabilities developed to achieve strategy targets and support operational agility.

Position Responsibilities:

1. HR Strategy

- Contribute to Developing and implementation of the HR Country strategy and ensure alignment with the RI Country Strategy.
- In collaboration with the HR Manager, lead the development of staffing and recruitment plan to ensure that each team is staffed appropriately, according to need and funding availability, in an efficient and timely manner.
- Co-lead the regular review of country office roll out of HR policies, employment policies and procedures in compliance to RI's standards and evolving national labor law.
- Advise and guide departments on the implementation of their HR strategy concerning recruitment, induction, staff training & development and performance management.
- Develop localized SOPs and guidance notes related to the HR function based on RI standards.

2. Recruitment support

- Ensure staff hiring is conducted efficiently and in compliance with RI's policies and national labor law. Ensure a transparent, timely and efficient recruitment process.
- In consultation with finance and country management team determine salaries for selected candidates and prepare employment offer.
- Ensure pre-employment requirements are submitted and personnel file with documentation according to HR checklist is opened for new staff on a timely basis.
- Maintain and regularly update HR Directory with staff details.
- Ensures that country organogram and job ToR are based on efficient processes; all employee job profiles are aligned with business imperatives for success in the short-, medium- and long-term.

3. Compensation, benefits and performance evaluation

- Monitor industry salary and benefit levels and movements and recommend adjustments to ensure fair and equitable rewards package that is in line with the RI standards and principles.
- Assist in the periodic salary review and analysis, review and revision of new salary structure, as appropriate.
- Assist in advising on best practices on income tax, bonus, retirements/severance benefits in accordance with the law in Iran applicable for private and nonprofit sector.
- Ensure the timely and efficient payroll preparation for accurate data on donor code, number of days, benefits.
- Review compensation and benefits package on regular interval in collaboration with country management team.
- Coordinate with relevant authorities and partners (Social Security Organization, Medical/Health insurance company, Ministry of Labor, Legal Advisor...)

4. Employee Relations

- Maintain a healthy and empowering office environment that encourages open, honest and productive communication.

- Ensure the timely processing of new contract, contract extension, staff transfer, promotions and other change of status.
- Manage processes related to disciplinary actions, staff separation, and termination.
- Respond to employee related queries and provide services to all HR related inquiries and requests.
- Conduct periodic office climate assessments and advise management as appropriate on appropriate solutions and achievement of high levels of employee morale, commitment and performance.
- Keep RI Iran Employee Manual updated and constantly communicate it, along with other HR policies to staff.
- Support deployment of HR payroll application and maintenance of the application, regularly update the application with relevant information and data, generate reports for country management team.

5. Performance Management — RI Excel

- Monitor the evaluation processes at all stages and ensure that staff and supervisors complete the review process in a timely manner.
- Provide guidance to supervisors as they complete evaluations, help supervisors find effective coaching methods that work for specific issues including identifying areas of poor performance and assisting supervisors to establish plans for improving performance (PIPS), be present during review meetings when necessary.
- Provide ongoing support to RI Excel users, including responding to various inquiries raised by different employees, clarifying the appraisal forms, methodology etc.

6. Capacity building and learning

- Cooperate with RI's Director of Training and Development to implement capacity building initiatives and motivate staff to participate.
- Provide training, support and advice to local HR staff.
- Track competency levels against requirements, works with line managers to determine gaps and ensure adequate and effective training and personnel development programs are in place to provide staff with the competencies (skills, knowledge and personal attributes) required for success in their current and future planned roles.

7. Leadership, Team Management and Coordination

- Create and sustain a work environment of mutual respect where team members strive to achieve excellence.
- Provide team members with information, tools and other resources to improve performance and reach objectives.
- Contribute to country team-building efforts, help team members identify problem-solving options and ensure the integration of all team members into relevant decision-making processes.
- Liaise with peer agency HR staff as well as other RI country HR teams to share knowledge and practices that add value to the HR function and ways to strengthen team management processes.
- Help in promoting and shaping organizational culture by encouraging participation and contribution across the various facets of the organization.

8. Accountability

- Relief International team members are expected to support all efforts toward accountability, specifically to our program participants and to international standards guiding international relief and development work, while actively engaging program participants as equal partners in the design, monitoring and evaluation of our field projects.
- Team members are expected to conduct themselves in a professional manner and respect local laws, customs and Relief International policies, procedures, and values at all times and in all in-country venues.
- Provide administrative support to ensure smooth operations.

Safeguarding

- Uphold and promote RI's commitment to ensuring the safeguarding and safety of the vulnerable communities we serve.
- Consistent with RI's safeguarding and protection policies, ensure all people who come into contact with Relief International are as safe as possible.

Equity and Diversity Commitment

- Demonstrate sensitivity and understanding of systemic diversity and cultural differences.
- Ensure that gender equity is addressed in our staffing and programming.

9. Administration

- In cooperation with liaison unit, manage the related processes for visas, work permits, and residencies for all RI expatriate staff and visitors.
- Ensure the proper and accurate tracking of leave.
- Ensure compliance to RI policies, procedures, systems and donor regulations as well as ensuring correctness of necessary documentation such as timesheets, leave forms, payrolls and exit interviews.
- Make sure that employees' files are always auditable as per RI standards and any relevant donors' requirements.
- Ensure proper weekly and monthly consolidation of payments and purchases with finance department in a manner that supports end of month closure and grant consolidation
- Provide support and coordinate audit requests over administrative matters. Provide supporting documents act upon findings as needed.
- In link with logistics, ensure creation and follow up of tracking systems for travels, logistics, accommodations and other administrative matters for all expatriates and visitors.
- Ensure the consistent implementation of HR and administration policies and procedures across the country program.
- Provide administrative support to ensure smooth operations.
- Prepare and submit reports and analysis.
- Ensure proper filing of all support documents.

Any other task as assigned by the line manager

Qualifications & requirements:

This position demands a dynamic individual with a demonstrated ability to achieve results in a demanding and fast-paced environment.

- University degree in relevant field or equivalent professional experience in HR management
- Minimum 3 years of experience working in similar senior HR role preferably in a humanitarian organization.

- Documented results related to the position's responsibilities.
- Proven knowledge and skills related to Human Resources and Administration in Iranian context and Iranian Laws.
- Proven expertise in Performance management.
- Demonstrated experience in development of SOPs and guidance notes related to HR.
- Excellent organizational, interpersonal and communication skills.
- Fluency in English and Persian, both written and spoken.
- Proven experience of providing leadership on HR issues at the same time balancing the strategic role with the need to deliver effective day-to-day HR services.
- Critical focus on providing a superior service level to managers and colleagues and delivering agreed results within time and budget constraints and to expected standards.
- Strong experience of developing and implementing HR policies, procedures and systems.
- Ability to prioritize and deal with competing demands.
- Ability to work well under pressure with diverse teams from all backgrounds and level

How to apply:

If you are interested in this job, please email your cover letter and CV in English to tehran@ri.org and mention the <Job Title_FULL NAME> in the subject line. **Applications close on 20 September 2021.**

Due to limited resources, only short-listed candidates will be contacted.

Note to external agencies, we will not be accepting CVs from third parties.

Relief International is committed to protecting our staff and the communities we work with from abuse and harm including sexual exploitation, sexual abuse and sexual harassment. All staff are expected to abide by our Code of Conduct.

Recruitment to all roles in Relief International include a criminal records self-declaration, references and other pre-employment checks, which may include police and qualifications checks.

Relief International is committed to diversity and gender equality; we strongly encourage female candidates to apply.