

Job Description

A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment process by stating the necessary competencies. It is mandatory for all positions.

Position:	Human Resources Manager
Grade:	9
Reports to:	Head of Support
Supervision of:	2 HR Coordinators, and Administration team leader
Duty station:	Tehran
Travel:	10%
Project number:	IRFP0000
Duration and type of contract:	12 months

All NRC employees are expected to work in accordance with the organisation's core values: dedication, innovation, inclusivity and accountability. These attitudes and beliefs shall guide our actions and relationships.

1. Role and responsibilities

The purpose of the HR & Administration Manager is twofold:

- To be responsible that the HR and Administration systems are according to NRC standards and to support programme/project implementation.
- Provide support to all NRC-Iran departments on assessing and addressing their Human Resources capacity gaps and challenges.

The following is a brief description of the role

Generic responsibilities

1. Implement NRC's HR and admin systems and procedures
2. Ensure that country set up adhere to Employment standards, HR policy and other NRC policies
3. Ensure compliance with the local labor law
4. Assess, train, support, and monitor of the HR team to respond to HR challenges from departments/units/offices
5. Support and train managers in their people management responsibilities
6. Support and train other staff with HR responsibilities /personnel management
7. Management of the HR and Administration team
8. Report regularly on HR indicators and trends
9. Ensure safe and standardized filing of personnel documents in all offices
10. Promote the rights of refugees in line with the advocacy strategy
11. Ensure that key learnings are extracted from operations regarding protection, and incorporate them into program strategy and staff development processes.

Specific responsibilities

- Develop and implement an HR strategy for the Country
- Support Departments in the assessment of HR capacity gaps and offer HR solutions to fill them through Workforce Planning.
- Advise and guide departments on the implementation of their HR strategy concerning recruitment, induction, staff training & development, performance management, reward etc.
- Provide strategic inputs in the development of NRC Iran strategy
- Lead the roll out of the HRMIS System in Iran
- Be HR focal point for handling HR related investigations on breaches of Code of Conduct
- Coordinate with relevant authorities and partners (Social Security Organization, Medical/Health insurance company, Ministry of Labor, Legal Advisor...)
- Share good HR practices by liaising with counterparts in other NRC operations
- Develop alternative/creative ways of delivering HR services and advice during the COVID-19 pandemic.
- Lead the implementation of HR component of the 2022-2025 NRC Iran strategy
- Drive on NRC Iran Leadership and staff development initiatives.

Critical interfaces

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

- All NRC departments/Units/Offices in Iran
- Social Security Organization
- Insurance Company
- Legal advisor
- Regional Head of HR in Oslo
- Other HR Managers and HR professionals within NRC network

Scale and scope of position

Staff:	2 HR Coordinators, and 1 admin team leader;
Stakeholders:	All in-country NRC Departments/Units/Area Offices Other HR Managers and HR professionals within NRC network Other HR and Admin Unit Managers in INGOs and UN
Budgets:	N/A
Information:	Human Resources Management Information System (HRMIS), Agresso Financials, Webcruiter, NRC Intranet
Legal or compliance:	Code of Conduct ,Terms of employment, Duty of Care

2. Competencies

Competencies are important in order for the employee and the organisation 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:

- Minimum 5 years of experience working as a senior HR Manager in a humanitarian and/or recovery context or private sector.
- Documented results related to the position's responsibilities
- Knowledge about own leadership skills/profile
- Fluency in English, both written and verbal

Context/specific skills, knowledge and experience:

- Proven knowledge and skills related to Human Resources and Administration in Iranian context and Iranian Laws
- Proven expertise in Performance management
- Excellent communication and interpersonal skills
- Experience in implementing Workforce Planning is preferred.

2. Behavioural competencies

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioral competencies, the following are **essential** for this position:

- Initiating action and change
- Managing performance and development
- Empowering and building trust
- Strategic thinking
- Communicating with impact and respect
- Analyzing

3. 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 Mid-term/End-of-trial Period Performance Review Template
- The End-term Performance Review Template
- The NRC Competency Framework