



Christian Aid Role Profile

Role title:	Regional human resource manager	Line manager:	Head of region (South America)	Management responsibilities:	No
Role family:	Human resources	Matrix manager:	HR services manager	Expected travel per annum:	Up to 40 days
Positioned in:	Organisation development & performance	Budget authority:	No		

<p>Role context</p> <p>Based in Peru country office, this is a stand alone position that is required to provide professional human resource advice and support to managers and staff in a number of countries. To succeed in the role the post holder will need to establish personal and professional credibility and be able to deliver suitable HR solutions that lead to organisational success. This is a complex role, the post holder will need to be confident, assertive but adaptable and be able to demonstrate initiative as the role requires a broad knowledge of employment law, tax and benefit information in a number of different countries. To succeed the post holder will also need to be able to devise and deliver learning and development interventions with some support from the global learning and development consultant based in London. The post holder must be able to communicate confidently in Spanish and English, both in writing and verbally. Basic knowledge of French and Portuguese is desirable.</p> <p>Relationships</p> <p>Reports to the Regional Manager where the role is based. Supported professionally by the human resources services manager based in the UK. Part of a global human resources network. Works closely with administrators and finance staff in country offices as well as regional office managers. Works closely with managers and staff in the region to provide advice and support. Liaises with external lawyers and other NGO HR networks. Has regular contact with the human resources department staff in London. Represents Christian Aid in external forums</p> <p>Decision-making</p> <ul style="list-style-type: none"> • Giving credible employment advice and coaching to managers and employees on all human resource issues including legal and policy matters and recruitment advice to country offices. • Producing management reports on a regular basis that help business decision • Undertaking project work • Managing change and dealing with redundancies. Recommends to managers and staff learning and development interventions that will improve country office staff performance 	<p>Role purpose</p> <p>Lead on all regional human resources and learning and development activities both operational and strategic and establish and build the professional capacity of the human resource function and community of practice in the region, in line with the OD strategy and Christian Aid's wider regional and global objectives. Be a member of the country office regional senior management team with responsibility for working collaboratively to develop and support the implementation of global and local policies, procedures and standards as well as to provide sound legal advice to employees and managers in the region. Develop and support staff that are responsible for HR issues in country office ensuring that there is an effective community of practice To provide coaching and managerial support to human resource administrators in country offices to enable them to deal with basic human resources issues.</p> <p>Role outputs</p> <ul style="list-style-type: none"> • High calibre employees recruited and developed to meet their objectives through supporting managers in human resources best practice and working within Christian Aid's strategic plans and budgets. • Employee training needs analysis conducted and effective training programmes delivered, particularly induction, succession and talent management, within agreed budgets and Christian Aid's strategic plans. • Human resource policies and procedures developed, maintained, implemented and communicated in line with country legislation and global human resource policies. • Organisational restructures, including organisational design, communication, change management, redundancies, recruitment and redeployment successfully supported that ensures that Christian Aid is protected from risk and the law complied with. • Employee relations issues managed positively within agreed timescales and accepted budgets in accordance with country legislation and Christian Aid policies and procedures. • People data collected accurately and appropriately recorded for report production to identify trends and to support management decision making, particularly in respect of Christian Aid's reward strategy, annual salary reviews, benefits provision and non financial benefits. 	<p>Education and qualifications</p> <p>A relevant degree with a recognised professional qualification in human resource management. Additional qualifications in coaching and learning and development and/or psychometrics is desirable.</p> <p>Knowledge required</p> <p>Extensive knowledge of the employment laws of the region. Excellent English, written and spoken and ability to communicate in the vernacular language of the region. Knowledge of learning and development interventions that will improve performance</p> <p>Experience and skills</p> <p>Essential -Substantial experience working in a human resources department and dealing with a range of complex local/regional employment issues.</p> <ul style="list-style-type: none"> • Considerable experience managing professional relationships with managers and employees at all levels. • Proven experience as a proactive team member contributing to the success of wider team and organisational goals. • Considerable experience of learning and development and delivery of training interventions <p>Christian Aid core IT skill requirement Intermediate</p> <p>General</p> <ul style="list-style-type: none"> • Further details of specific tasks and duties will be agreed with the line manager as part of the performance agreement. Any reasonable duty may be assigned that is consistent with the nature of the job and its level of responsibility. • Abide by the Code of Conduct, policies and procedures within Christian Aid. • This role profile is not prescriptive; it merely outlines the key behaviours the role-holder requires to be successful in the role; the key behaviours and responsibilities are subject to change. Any changes will be made in consultation with the role-holder. • Must be in sympathy with the aims of Christian Aid as it seeks to express the concerns of the Churches in relief and development, and strengthening poor communities.
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Core competencies:

A: Innovation and creativity

These behaviours are about demonstrating openness to new ideas and seeking opportunities for Christian Aid to grow and be more effective at achieving its essential purpose. We also seek to learn from our experiences, adapt appropriately to change and make effective decisions on the most appropriate intervention.

- **L3** Coordinate the implementation of opportunities for Christian Aid's growth and effectiveness in its work.
- **L3** Coordinate others in the creation, promotion and adoption of learning and creativity within the work group.
- **L3** Coordinate change initiatives and work with people to achieve the desired organisational changes.
- **L3** Make decisions at a work group level based on technical expertise.

B: Effectiveness and accountability

These behaviours are about demonstrating the ability to organise and execute work plans in a way that strengthens the work of Christian Aid. Everyone is accountable for their contribution to the achievement by Christian Aid of aims and objectives set out in its key strategy document Turning Hope into Action.

- **L3** Coordinate work groups in the implementation of work plans to ensure the most cost-effective outcome for the greatest benefit.
- **L3** Manage others in the creation and delivery of work group plans.
- **L3** Coordinate the implementation of work group goals to achieve work group objectives.
- **L3** Coordinate the review of issues affecting the work group and support the implementation of agreed actions.

C: Team work

These behaviours are about demonstrating effective working practices with individuals and work groups; supporters and partners; staff and volunteers; and any other stakeholders. They emphasise the need to act as one organisation in an environment that reflects many different cultures and disciplines.

- **L3** Coordinate and encourage others in the application of Christian Aid's culture, structure and policies.
- **L3** Coordinate the maintenance of effective roles across work groups.
- **L4** Manage people and work groups in embracing diverse people, views and ideas.
- **L3** Encourage and engage others to achieve work-group objectives.

D: Communication and interaction

These behaviours are about relating to others, communicating and networking effectively about the work of Christian Aid, and presenting information and expressing opinions confidently to internal and external audiences.

- **L3** Coordinate the creation of communications and relay information/ ideas across the work group.
- **L3** Coordinate networks and seek opportunities to work with others for mutual and work-group benefit.
- **L3** Advocate own ideas, probe issues and opinions, and anticipate challenge.
- **L4** Able to contribute to complex discussion and to influence others using the English language.

Role-specific competencies:

F: Analytical Thinking

Analyzing and synthesizing information to understand issues, identify options, and support sound decision making.

- **L4** Undertake broad analysis by linking different categories of information to identify business critical priorities

G: Leading and Managing Change

Supporting, implementing and initiating change, while helping others deal with the transition.

- **L3** Manage change

H: Attention to Detail

Working in a conscientious, consistent and thorough manner.

- **L3** Promote concern for thoroughness and accuracy

I: Developing Others

Fostering employee development by providing a supportive learning environment.

- **L3** Ensure ongoing learning

J: Resilience

Remains energized and focused in the face of ambiguity, change or strenuous demands.

- **L3** Adapt to ongoing, or regular strenuous work demands

K: Interpersonal Sensitivity

Communicating with sensitivity, fostering open communication.

- **L4** Communicate complex messages