



SENIOR HUMAN RESOURCES AND ADMINISTRATION MANAGER

POSITION SUMMARY: The Human Resources and Administration Manager offers overall support and direction in Human Resources and Administration function for ICAP Tanzania country operations. He/She is responsible to ensure the policies and standards are applied consistently and compliance to ICAP procedures and guidelines within the country's operations in all the Offices. The role also contributes to the development of country strategies, which are translated into action plans and day-to-day tasks. The position will work in close cooperation with the Director of Finance and Administration.

MAJOR ACCOUNTABILITIES

Human Resources Duties

1. Provide leadership and oversee HR operations to ensure strategic initiatives are implemented with a strong emphasis on recruitment, development and retention of high-quality staff.
2. Develop and implement national HR strategies, plans & budgets that support program objectives, and ensure full implementation of defined HR standards & good practices.
3. Conduct analysis and market research on salary and benefits trends. Provide HR guidance and recommendations to ensure the program remains competitive.
4. Establish and oversee recruiting, hiring and orientation plans and procedures for ICAP employees.
5. Establish and oversee internal HR policies, procedures and programs. Ensure communication and compliance with all internal policies and procedures as well as external regulations and applicable labor laws.
6. Manage administration of personnel benefits and compliance with tax laws, including employee terms & conditions of service, salaries & benefits, employment contracts, and leave records.
7. Administer performance management processes to align employee performance with ICAP program goals and objectives and assist management in creating and retaining high performance employees and teams.
8. Facilitate employee communication, provide employee services and counseling, advise on disciplinary, grievance and conflict resolution procedures, and promote employee safety, welfare, wellness and health.



9. Manage and resolve employee relations issues (Industrial Relations) and assist management with conflict resolution to ensure that issues are identified and addressed promptly, appropriately and fairly.
10. Collaborate with the Director of Finance and Administration on sensitive matters including litigation. Implement preventative measures and assist in reducing litigation by ensuring fair and equitable application of policies and practices.
11. Interface and coordinate with managers and supervisors to enhance communication, education and ensure effective implementation of HR programs. Collaborate with the international human resources team in ICAP New York to administer, communicate and promote ICAP programs and policies.
12. Supervise HR staff members.
13. Conduct regular field trips to project offices to monitor and review human resource and administrative procedures and assist project staff, where appropriate.
14. Manage the country learning and development plan, identify growth and development opportunities for high potential staff, and facilitate management & leadership development initiatives.
15. Ensure annual and mid-year performance reviews are conducted in a timely manner each year.

Administration and Information Technology Duties

1. Developing and implementing operational guidelines for the office, including ensuring that office space is designed and fitted out in a way that is fit for purpose.
2. Manage IT asset control, assignment and movement; maintain an updated and accurate asset register and room lists, and ensure that all assets are properly labelled and their whereabouts are regularly verified.
3. Ensure effective office security, including liaison with Security Company and ensuring adherence to office security policies for all staff and visitors.
4. Ensure that all services are provided on a regular basis and provide good value; process and ensure that all office-running related bills are paid on time.
5. Ensure that all office equipment's are operating and well-maintained, including LAN and telephone systems.
6. Prepare and submit timely and accurate monthly Administration reports and dashboards (eg. insurance, keys, etc.).



7. Organize and supervise other office activities (recycling, renovations, event planning etc.),
8. Keep abreast with all organizational changes and business developments including security of data, network access and ensure that backup systems are intact.

Staff Management

Manage Human resource, Administration, Fleet and IT staff by recruiting, training and coaching employees, communicating job expectations and appraising their performance.

REQUIRED COMPETENCIES AND QUALIFICATIONS:

1. **Required:** Bachelor's degree in Human Resources or related field.
Preferred: Master's degree in related field.
2. **Required:** At least eight (8) years of progressive experience in HR Management with a reputable organization or private company with at least 100 employees of which at least 5 years in a senior position.
3. Proven leadership skills and competence in people management and working with senior management and Leadership.
4. Demonstrated understanding and working knowledge/experience of Human Resources Management principles, concepts & processes.
5. Highest level of integrity.
6. Extensive knowledge on local labor law.
7. People Management and Negotiation skills are highly desirable.
8. Strong written and verbal communication skills.
9. Excellent skills in handling and advising on complex people management issues.
10. Experience in developing Human Resources strategies and policies, and driving implementation.
11. Experience with managing large amounts of confidential employee information.
12. Computer literate.