

Position Title:	<u>Senior Human Resources Manager (1 position)</u>
Reports to:	Director of Administration and Finance
Supervises:	Human Resources Officer (2)
Employment Type:	Full-time
Job Location:	Dar es Salaam
Travel:	Up to 10% in intervention districts outside of job location

Overall Job Function:

The Senior Human Resources Manager offers overall support and direction in Human Resources function for ICAP Tanzania country operations. S/he is responsible to ensure the policies and standards are applied consistently and compliant with ICAP procedures and guidelines within the country's operations in all offices. The position will work in close cooperation with the Director of Administration and Finance (DAF) and the Country Director (CD).

Specific Responsibilities and Duties:

- 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.
- Manage disciplinary investigations, hearings, appeals and grievances.
- Develop and implement national HR strategies, plans & budgets that support program objectives, and ensure full implementation of defined HR standards & good practices.
- Conduct analysis and market research on salary and benefits trends and provide guidance and recommendations to DAF and CD to ensure the program remains competitive.
- Establish and oversee recruiting, hiring and orientation plans and procedures for ICAP employees.
- 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.
- Manage administration of personnel benefits and compliance with tax laws, including employee terms & conditions of service, salaries & benefits, employment contracts, and leave records.
- Administer performance management processes to align employee performance with ICAP program goals and objectives and assist management in creating and retaining high performing employees and teams.
- Facilitate employee communication, provide employee services and counseling, advise on disciplinary, grievance and conflict resolution procedures, and promote employee safety, welfare, wellness, and health.
- 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.
- Collaborate with the DAF and CD on sensitive matters including litigation and implement preventative measures and assist in reducing litigation by ensuring fair and equitable application of policies and practices.

- Interface and coordinate with managers and supervisors to enhance communication, education and ensure effective implementation of HR programs.
- Partner with the international human resources team to administer, communicate and promote ICAP programs and policies.
- Supervise HR staff members.
- Conduct regular field trips to project offices to monitor and review human resource and administrative procedures and assist project staff, where appropriate.
- Manage the country learning and development plan, identify growth and development opportunities for high potential staff, and facilitate management & leadership development initiatives.
- Ensure annual and mid-year performance reviews are conducted in a timely manner each year.
- Perform any other tasks as assigned by the supervisor.

Qualifications, Knowledge, and Skills:

- **Required Education:** Bachelor's degree in Human Resources
 - **Preferred:** Master's degree in related field is preferred.
- **Required Work Experience:** Minimum 8 years of progressive experience in HR with an international organization of which at least 5 years in a senior position and must have excellent knowledge of current Tanzania employment legislation
- **Required Supervisory Experience:** Minimum 5 years supervising a team of at least three people
- Proven leadership skills and competence in people management.
- Demonstrated understanding and working knowledge/experience of human resources management principles, concepts & processes.
- Extensive knowledge on local labor law.
- HR certification and labor law knowledge or background
- Excellent skills in handling and advising on complex people management issues.
- Experience in developing human resources strategies and policies and driving implementation.
- Experience with managing large amounts of confidential employee information.