

**JOB DESCRIPTION**

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| **Job Title** | Senior HR Officer |
| **Reports to** | Head of People |
| **Management Responsibilities** | Interns, volunteers and consultants as required |
| **Job location** | Any of Alert’s offices |
| **Grade** | 3 |
| **Contract Duration** | permanent |

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| **Job Purpose** |
| The purpose of this role is to deliver an effective, efficient, and professional day-to-day HR service that covers the whole of the employee lifecycle. This is an operational, generalist role that supports, develops, and advises line managers and employees on people processes and employee relations matters. It suggests solutions to a variety of people related issues for the London and Hague offices and supports HR Managers and Finance & Operations Managers in all country offices across Africa, Asia MENA and Eurasia. |
| **Duties and Responsibilities** |
| **Employee Relations**   * Be the first point of contact for expert advice to line managers and employees on employee relations issues, such as grievances and disciplinary. * Manage cases to resolution and complete any documentation. * Assist managers undertaking formal investigations, offering guidance support, and advice in line with policies and procedures and best practice. * Support informal and formal meetings as and when required - in the preparation, during and after the process. Issue any documents including meeting notes and outcome letters. * Support managers implementing change programmes in line with Alert’s policies and employment legislation. * Agree with the Head of People any activities for complex cases. * Provide employee welfare support in a confidential, sensitive, and appropriate way.   **General Advice**   * Provide pragmatic and expert advice and support to employees and line managers, delivering the highest quality service to the organisation ensuring compliance with Alert’s HR policies and relevant employment legislation. * Maintain and administer the HR Support inbox queries along with the wider HR team, to support the employee lifecycle including new starters, inductions, annual leave, flexible working, family policies and leavers. * Work closely with line managers to review and monitor the probation process. * Manage the Performance Management process, system, reporting and advise line managers on issues relating to Performance Management. * Design and issue the HR bulletin on a quarterly basis. * Produce the monthly HR dashboard using information taken from the HR system. * Be the HR system expert and identify issues and collaborate with experts/professionals to implement solutions.   **Support Country Offices**   * Partner with the HR community throughout Alert to provide technical knowledge and support, including Staff handbooks. * Provide salary benchmarking support. * Conduct HR system induction for new HR Managers and Finance & Operations Managers. * Conduct training and/or briefing sessions on people and HR topics for HR Managers and Finance & Operations Managers. * Ensure country offices are kept abreast of new Alert HR developments (e.g. policies, forms, frameworks) as they arise. * Be the point of contact for Country Directors and build strong working relationships with country HR Managers and Finance & Operations Managers. * Support the Head of People with establishing new offices and closing of current offices as and when required.   **Learning & Development**   * Deliver effective training and coaching sessions to line managers to improve their knowledge, skill and confidence. * Provide training, briefings and guidance to Alert employees as required (for example employment policies and procedures, performance-related issues, and best practice). * Produce managers support material and guidelines and support material for Alert’s HR community. * Maintain and develop the HR section of the Intranet for international and national staff as required. * Co-ordinate the professional development provided to staff in the London office.   **Recruitment**   * Provide expert advice on the preparation of job descriptions including the person specification. * Manage and coordinate the job evaluation process. * Support and conduct selection interviews when required. * Manage and deliver full induction sessions in collaboration with the HR Assistant.   **Strategy**   * Communicate and implement Alert’s HR strategy, priorities, and annual plan. * Assist with the design, development and updating of all Alert’s global policies and procedures to ensure compliance with Alert’s HR strategy, organisational direction, employment law and best practice. * Suggest, design, and implement process improvements to improve the efficiency of HR processes and procedures. * Research, propose and present HR plans and projects to the Global Delivery Team.   **Contribute to International Alert and the HR team**   * Undertake and manage various HR projects as directed by the Head of People that contribute to Alert’s organisational and cultural development. * Be an active member of the Global Finance and Operations Group and HR Community of Practice. * Liaise and negotiate on behalf of Alert with external agencies and represent Alert at relevant external events and forums. * Any other duties which are reasonably required. |
| **Travel requirements** |
| The post holder can be based in any of Alert’s country offices.  There may be some travel to Alert’s country offices, and to the UK office (if not based there), totalling about three visits a year. |

**PERSON SPECIFICATION**

**ESSENTIAL REQUIREMENTS**

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| A relevant degree or CIPD Level 3 qualified or relevant experience |
| Good knowledge of HR principles, policies, and procedures |
| Proficient in HR software systems and MS Office applications |
| Excellent interpersonal and communication skills and can relate to people at all levels and from diverse backgrounds |
| Fluency in English (written and oral skills), including letter writing and reports |
| Flexible and adaptable |
| Attention to detail and accuracy and an ability to plan and prioritise |
| Respects the importance of confidentiality |
| Existing right to work in the requested country office |

**DESIRABLE REQUIREMENTS**

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| NGO or international experience |
| Fluency in French or Russian |
| Experience of developing and delivering HR related trainings and briefings to staff |
| Interest in conflict resolution |