Human Resources Manager at Tostan International (Thiès, Senegal)

Human Resources Manager

Direct supervisor: Chief Finance and Operations Officer

TOSTAN

Tostan is a 501(c)(3) non-governmental organization, headquartered in Dakar, Senegal, and currently operating in six West African countries. The organisation is strategically committed to developing its core competence of strengthening education to promote sustainable development and positive social transformation based on respect for human rights. Tostan's development model, the three-year Community Empowerment Programme (CEP), has already reached thousands of communities in both West and East Africa since 1991, and has achieved results, including the declared abandonment of FGC practices and early/forced marriage by thousands of villages; increased enrolment in formal education for children; increased use of problem solving and reading skills to generate income and further develop local economies; and increased access to health care.

POSITION:
The Human Resources Manager is responsible for all Human Resources (HR) management functions, policies and procedures related to HR management; He/she performs quality controls and monitors the KPIs (Key Performance Indicators) of the supervised agents. He/she is responsible for finding ways to improve the quality of service provided by the HR department in the international office; He/she is responsible for recruiting, improving and supervising the staff of the HR department.

The role of the Human Resources Manager is to develop, advise and implement a full range of human resources strategies required to support the management of human resources for Tostan International; he/she ensures that human resources management contributes to and is aligned with Tostan's strategic and organizational objectives.
RESPONSIBILITIES

Management

- Manage all HR administrative processes in particular; supervise, coordinate and control personnel administration activities (organization and compilation of personnel files, recording of digitized HR data, preparation of pay slips, payment of salaries, issue of work certificates and/or attestations, settlement of entitlements and balance of any accounts, organization and monitoring of the safety and hygiene committee and staff delegates meetings, etc.).
- Be the interface between Tostan International employees and the payroll service.
- Lead and manage the human resources team (including planning, performance, staff well-being and development);
- Provide technical support, advice and build the capacity of the human resources team;
- Advise and assist Tostan International staff on human resources issues and concerns;
- Responsible for the smooth implementation of the human resources management system throughout Tostan;
- Act as an interface between Tostan on the one hand and social and fiscal institutions on the other;
- Ensure the settlement of social charges (holidays/leaves, IPM, cooperative) in a comprehensive and timely manner in coordination with financial managers;
- Monitor contract end dates and proactively liaise with managers regarding contract extension or termination;
- In close cooperation with the Internal Audit and Compliance Department and other Tostan entities (National Coordinations, Tostan Training Center), ensure that Tostan develops the social balance sheets and other documents required by the relevant authorities in the countries of intervention;
- Perform any other task that may be assigned to him/her in relation to his/her skills or position;
- Help improve HR processes and practices and, more broadly, with managers in a continuous enhancement process;
- Update and improve the HR database, the OFAC list or any other anti-terrorist control system;
- Draw up an annual evaluation plan for Tostan International employees and monitor its implementation;
- Safeguard the documentation and confidentiality of Tostan International's personnel files.

Recruitment, development and personnel planning

- Leads and supports recruitment and selection activities by ensuring compliance with the recruitment process;
- Work with the Executive Team and Senior Management on new retention strategies and initiatives;
- Ensure an integration process for new staff;
- Ensure control and consistency of the titles and grades of posts;
- Support staff development activities;
• Develop/maintain local processes for staff development; and
• Coordinate the exit process for departing personnel.

Performance, well-being, compensation and benefits
• Proactively respond to and manage advice on performance, employee grievances and disciplinary matters as required, focusing on building staff skills and ensuring that documentation is maintained;
• Lead the performance management process;
• Act as an impartial mediator in disciplinary proceedings and to ensure that they are administered in a fair and just manner and comply with all legal and labour regulations and requirements;
• Lead Staff Wellness Initiatives;
• Maintain the wage structure in accordance with Senegalese legislation.

Human Resources Policies and Support
• Maintain and update the policies of the Human Resources Department;
• Implement Tostan's Human Resources Charter;
• Proactively pursue continuous improvement of human resources practices to enhance the quality and effectiveness of results and delivery;
• Work closely with the National Coordinations and Tostan Training Center to share information and provide support as appropriate.

KEY COMPETENCIES AND SELECTION CRITERIA
The Human Resources Manager will have these different skills:
• Proven leadership and people management skills;
• Demonstrated understanding and practical knowledge/experience of human resource management principles, concepts and processes;
• Ability to develop, implement and review policies and procedures;
• Ability to oversee and implement planning, budgeting, periodic reporting, and audit/monitoring reporting;
• Understanding of necessary legal and regulatory documents;
• Thorough knowledge of local labour law;
• Ability to solve problems discreetly and seize opportunities;
• Excellent skills in handling and advising on complex personnel management issues;
• Knowledge and experience in the field of gender equality in the professional context;

LEVEL REQUIRED:
Minimum BAC + 5 (Master II); Graduate in Human Resources Management from an accredited institution

EXPERIENCE:
• Experience in human resources management and supervision of a team of at least 5 years;
• Knowledge and ability to design and develop HR systems and procedures;
• Understanding of financial management and budgeting;
• Ability to build consensus and relationships between management, team leaders and staff;
• Excellent written and oral communication skills; and
• Experience with HR in other country contexts (North America, Europe)

CHARACTERISTICS:
• Ability to lead capacity building efforts and effectively mentor key personnel;
• Previous experience in a multicultural and multilingual environment;
• Ensuring that the organization is in compliance with applicable laws and regulations;
• Coaching and HR personnel management;

LANGUAGE PROFICIENCY:
• Excellent command of oral and written French required;
• Good level in English both written and spoken;
• Proficiency in a local language would be an advantage.

LOCATION:
The Human Resources Administrator will be based in Thies, Senegal.