

Job Framework

HR Manager

The HR Manager provides high level support to managers and staff through the provision of multi-faceted human resource services, advice and professional expertise. The position is responsible for effective and efficient Human Resources Management across the organisation, including policy development, recruitment and selection, staff performance management, coordinating training and development, managing the HR information system, ensuring legal compliance and building strong employee relationships. They are also responsible for developing an Annual HR Operational Plan that is effectively and efficiently implemented to support the effective operation of MSO Cambodia.

Job Title:	Location:	Reporting to:	Probationary Period:
HR Manager	Phnom Penh (some travel outside PP)	Head of Support Services	3 months

Marie Stopes International is a global organisation providing personalised contraception and safe abortion services to women and girls. Our local teams of professionals are passionate about the work they do in communities across 37 countries. The services they provide give a woman the power to choose when she has children so that she's free to pursue her plans and dreams for herself and her family. Marie Stopes International Cambodia (Marie Stopes) was established in 1998 and operates 7 reproductive health clinics, clinical outreach services, a call centre to provide information to clients and provides technical support to numerous public and private partners. In 2016, Marie Stopes provided services to approximately 80,000 women and men in Cambodia. A key responsibility of this role is to further **Marie Stopes' Vision: A world in which every birth is wanted** and its **Mission** of ensuring the individual's right to: **Children by choice, not chance.**

It is a role requirement that the job holder must fully comply with, promote and live **Marie Stopes' Core Values:**

Mission Driven	Client Centred	Accountable	Courageous
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Key Responsibilities	Measures
<p>HR coordination</p> <ul style="list-style-type: none"> Collaborate with management on recruitment and ensure all selection processes are conducted efficiently and in line with policy. This includes coordinating advertising, advising on job frameworks, assisting with shortlisting and coordinating interviews. Coordinate staff engagement including preparation of contracts and arranging the appropriate work permits and/or visas if required. In line with Managers, coordinate on boarding and induction processes for all new staff to assist their smooth transition into MSIC and their role. Coordinate and manage the organisational performance and development appraisal (PDA) process, including providing training and coaching to staff and managers to ensure the process is completed effectively. Identify and coordinate internal organisation wide trainings for staff based on assessments following the PDA and discussions with management. Coordinate with the Country Director on staffing issues to ensure they are resolved quickly and the procedure is in line with policy. Ensure MSIC HR policies and practices are widely communicated and understood by all team member through working collaboratively with managers and where necessary provide training and refreshment sessions to staff. Continually review and strengthen HR activities to ensure best practice and efficient practices are in place. 	<ul style="list-style-type: none"> All vacancies are filled in a timely manner HR issues resolved in a timely manner Personnel policies maintained and applied consistently Internal training plans completed All staff inductions occur within their first week PDA process is completed on time each year Regular training is provided to all staff on key HR policies and procedures HR policies are reviewed at least annually
<p>Records, system management and payroll support</p> <ul style="list-style-type: none"> Maintain all staff personnel records and all related human resource information with accuracy and confidentiality. Maintain the HR system and Employee database (Clear Views HRMIS) to ensure it is up to date, accurately maintained and utilised. Coordinate the annual salary cost of living review process and any salary increases resulting from the PDA process to ensure efficient processing of salary adjustments. Together with the finance team, coordinate staff exit procedures to ensure they are managed appropriately, on time and in line with law and policy. 	<ul style="list-style-type: none"> HR records are up to date and filled correctly HR system is accurately maintained Salary reviews are completed annually Staff exits are completed in line with appropriate procedures

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Key Responsibilities	Measures
<ul style="list-style-type: none"> Coordinate the provision and completion of timesheets for staff each month and work with finance to ensure payroll is processed on time. Provide finance with an update on staff leave each month and an annual leave balance report at the end of each year. 	<ul style="list-style-type: none"> Timesheets are provided to all staff on time each month Leave report completed each year
Strategy, policy and reporting	
<ul style="list-style-type: none"> Develop and implement Human Resources Management strategies, policies and procedures in line with the MSIC guidelines as well as the program needs to proactively impact and contribute to the achievement of MSIC's strategies and objectives. Work with the HOSS to develop an annual HR Operational Plan and ensure its effective and efficient implementation. Analyse HR statistics and provide relevant HR reports to Senior Management to assist in strategic planning and the effective operations of the organisation. Ensure HR policies are implemented and maintained in line with MSI global HR standards and local labour laws (including relevant donor compliance requirements), including ownership of the child protection policy. Work with senior managers to enhance succession planning and develop staff retention and talent management plans for each department and clinic. Develop and coordinate employee engagement surveys, and provide advice and solutions to address any issues that are highlighted by the results. 	<ul style="list-style-type: none"> Annual HR Operation Plan developed, implemented and monitored. All HR policy and process compliant with MSI policies and local laws. Regular HR reporting contributes to organisational planning and performance monitoring. Employment engagement survey conducted annually.
Office support	
<ul style="list-style-type: none"> Effectively manage work health and safety across the organisation including regular monitoring of equipment and training as required Manage the organisation and staff insurance schemes With guidance from the SMT, effectively coordinate the annual all staff workshop Manage international guests including providing support to coordinate their itinerary, visas, accommodation, meetings and internal briefings 	<ul style="list-style-type: none"> Positive internal feedback Staff and the organisation have the appropriate insurance coverage at all times Regular work health and safety reviews

Skills and Experience

Qualifications:

- A Bachelor degree in Human Resources Management

Experience:

Essential

- At least 5 years of practical experience in human resources
- A strong understanding of the laws and regulation related to Human Resources in Cambodia
- Fluent in Khmer both oral and written (high level)
- English oral and written (medium level)
- IT literate

Skills:

- Approachable with strong interpersonal & listening skills
- Strong communication skills to provide of high level, contemporary HR advice, guidance and support to managers and staff throughout an organisation.
- Demonstrated successful experience in coaching and mentoring of managers.
- A demonstrated ability to build and maintain strong working relationships with a range of internal & external stakeholders.
- Demonstrated ability to respond flexibly to staff needs with the ability to develop practical solutions to problems and provide advice in area of expertise.
- Highly developed organising and planning skills with the ability to think strategically.

Attitude

- Strong supporter of sexual reproductive health rights for all men/women, including abortion services.
- Results focused - goes above and beyond
- The highest levels of integrity, confidentiality and a strong ethical sense
- Self motivational
- Team Player