



Terms of Reference

Human Resources Officer (HRO) (Group I)

Department:	Admin and Logistic Support	Duty Station:	Bangkok, Thailand
Job title:	Human Resources Officer (Group I)		

Supervisory roles, back-up and replacement to be established by the Ho(R)O (Head of (Regional) Office).

1. Job summary:

The jobholder acts as the contact point for DG ECHO field staff for all matters relating to human resources management. As such they contribute to the planning and implementation of all the tasks relating to the management of human resources. They provide support to offices of the region in which they are based, but they may be requested to cover other offices (permanently or temporarily) for internal reasons or language facility. They ensure that the HR administration in the offices within the HR region are up to standard and that HR files are complete and safeguarded in FSM, the ECHO HR tool. They monitor and support recruitments of staff in the region and hold entry/exit interviews with the staff joining/leaving. They draw lessons and propose ideas for improvements/efficiency gains. They provide the necessary support to DG ECHO headquarters and field offices in the event of a major crisis, unforeseen absence, reorganisation/opening of an office, etc. by putting in place a human resources management system in compliance with DG ECHO's rules and procedures and by monitoring their application. If needed, they act as a floater in the event of DG ECHO response to a crisis or launch of a project. They are placed under the direct supervision of the Administrative Coordinator (AC) and work closely with the Human Resources staff in the other Human Resources management areas under the guidance of the DG ECHO National Staff Correspondent at headquarters. They ensure that staff are aware of DG ECHO's ethics principles and work in close contact with the Ethics Focal Point in the DG ECHO Field Network Unit. They supervise the training courses in the region to ensure that the training envelopes are used in accordance with the policies in place, and they keep close contacts with the person in charge of training in the Field Network Unit.

The jobholder commits to strict confidentiality.

2. Responsibilities & Tasks:

Within delegated authority, the Human Resources Officer (Group I) is responsible for the following tasks:

Human resources management

- Assists DG ECHO in the process of harmonising the rules and procedures applicable to national staff in the Field network (e.g. general conditions, specific conditions, recruitment process, ToR).
- Ensures the implementation of the working methods of the organisation in the field of human resources management, by supporting and coordinating any action in this area, in liaison with relevant stakeholders.
- Collects the labour codes applicable in the different countries of their area of responsibility to help to sustain employment conditions that obey the local laws.
- Assesses the compliance of the documents relating to the employment conditions in the framework documents laying down the policy of DG ECHO's human resources management.

- Ensures consistency in the application of rules and procedures of national staff DG ECHO human resources management in their area of responsibility.
- Advises DG ECHO as regards employment conditions, duties and responsibilities, rights and privileges in the context of local employment legislation.
- Helps to regularly update the organisation charts of the offices in their area of responsibility.
- Acts as the first contact in cases of workplace conflict. Informs their immediate supervisor (AC) and DG ECHO HQ to put in place the appropriate follow-up and accompanying measures.
- When misconduct is reported, informs their immediate supervisor (AC) and the DG ECHO Ethics Focal Point in the Field Network Unit for follow-up.
- Supports the work on medical files (request for reimbursement, specific interventions, etc.) in accordance with the provisions of HQ.
- Prepares and verifies, on demand, all requests relating to personnel matters (advance on salary, unpaid leave, etc.).
- Ensures the efficient and consistent use of the field staff management IT tool for the HR-related processes and data management.

Recruitment

- On the basis of standard terms of reference, in consultation with the various actors concerned, contributes to drafting the most appropriate terms of reference for posts.
- Supervises the whole recruitment process in accordance with the procedures in place.
- Prepares the recruitment and selection report summarising the whole process and the recommendation for recruitment. Ensures that the shortlist, curriculum vitae, written tests, etc. are kept in accordance with data retention policies whilst ensuring the required confidentiality.
- Compiles and verifies the ARAs (Administrative Requests for Authorisation) concerning the publication of the post(s) as well as for the renewal of national staff.

Training

- Supervises the update of the “welcome pack” for newly recruited staff (national and international).
- Carries out the training, information and integration of newly recruited staff.
- Acts as a contact point for training (applications, authorisations, reviews, catalogues and collection of certificates). Updates the database containing the list of the training requests and the training courses followed by each member of staff within their area of responsibility.
- Collates the assessments drawn up by the participants in these courses and makes recommendations to improve the content or recommend another provider.
- Carries out the analysis of training needs in their area of responsibility and considers developing a catalogue of training courses adapted to the needs, to be analysed and approved by headquarters.
- Takes part in the development and implementation of training strategies.
- Cooperates in the production of documents and training materials.
- Supports DG ECHO staff in the context of the annual appraisal exercise.
- Contributes to the establishment of budgets and their review for the budget headings related to the training of the various offices of their area of responsibility.

Employment

- Prepares/verifies work contracts.
- Keeps up to date the personnel files for national staff.
- Monitors the probationary period applicable to national staff and its related appraisals.

- Acts as the contact point with DG ECHO HQ for the mission insurance and life insurance in their area of responsibility.
- Acts as the focal point for inquiries on medical coverage (explanations of the general conditions, contact with the insurance in the event of a dispute). If necessary, contributes to the preparation of the tender documents and the ARAs in relation to sickness insurance. coordinates the annual medical check-up, monitors the results and informs Headquarters.
- Ensures the follow-up of the presence of DG ECHO personnel and their rights (leave, special leave, sick leave).
- Ensures that the justifications for the allowances and other benefits are submitted within the deadlines.

Evaluation

- Coordinates the annual appraisal exercise (pre-completed forms, explanation of rules and procedures, etc.).
- Assists the HoO, national staff and their immediate superior in the appraisal process (understanding and use of the appraisal system, the pre-completed forms, the appraisal cycle).
- Contributes to the supervision of the appraisal exercise and helps the HoO to organise assessments for all the national team in accordance with instructions from HQ.
- Participates in the preparation of documentation to be distributed to various stakeholders (HoO, national staff, direct supervisors, contributors, etc.).
- Answers questions from staff on self-assessment, the appraisal process and HR policy by email, telephone or in person.
- Helps the HoO to collect and monitor the recommendations and conclusions set out in the staff appraisal forms, the proposals of potential training activities and the objectives to be achieved during the year.

International staff

- Updates the local personal files (in close coordination with the person in charge of protocol, logistics).
- Draws up the administrative applications relating to international staff if necessary.
- Coordinates the end-of-posting formalities.

General administration

- Ensures the update of the office records concerning HR and anticipate, where appropriate, the measures to be taken (renewal of contract).
- Upon request, checks whether the ARAs are properly drafted and contain all the explanations and supporting documents.
- Writes notes for the regional office and offices within their area of responsibility, inter alia in the following areas: administration, management of the office, events, ARAs related to human resources, monthly report(s).
- Updates the administrative files with the necessary confidentiality.

Office Specific responsibilities/tasks

- *Existing knowledge of DG ECHO rules, regulations, and procedures is considered an asset rather than a prerequisite for this role. Such knowledge may be acquired through on-the-job learning and experience.*

3. Competencies required:

- **Working and communicating effectively with people:** ability to communicate, support and work effectively with colleagues and teams to achieve collective goals. Building and maintaining excellent relationships with colleagues and partners.
- **Achieving impactful results and quality:** ability and commitment to get organised and perform the job to the highest standards, delivering consistent results and striving for quality assurance.
- **Understanding of the humanitarian and DG ECHO way of working:** ability to support DG ECHO's mandate, strategies and operations, to ensure policy compliance and in particular the correct use of the Key Results Indicators (KRIs), and to ensure DG ECHO's visibility. Ability to ensure the correct application of DG ECHO guidelines and procedures in all the decisions taken.
- **Demonstrating exemplary attitudes and behaviours:** commitment to act in line with DG ECHO and humanitarian values and demonstrating the required and exemplary attitudes necessary for the Field Network.

4. Job Requirements:

Education

- A relevant second level university degree or equivalent professional experience.

Knowledge and Experience

- Minimum 8 years of relevant work experience at national or international level in human resources management, preferably including training and coaching, as well as provision of inputs for regular reporting, both financial and narrative.
- Experience in handling complex organisational issues.
- Proven ability to manage confidential information and handle sensitive HR issues with the highest level of professionalism.
- Very good knowledge of DG ECHO rules, regulations and procedures.
- Previous HR experience in a governmental, international or international non-governmental organisation is an asset.
- Excellent drafting skills.
- Experience in the usage of computers and office software packages (MS Word, Excel, etc.).
- Experience in the use of HR-related software.

Languages

- An excellent knowledge of English (oral and written).
- An excellent knowledge of Thai (oral and written) is considered an asset.

Disclaimer:

The Authority Authorised to Conclude Contracts (AACC) reserves the right to amend the job requirements in line with the local labour market conditions.