**Job Description**

**Part 1: JOB PROFILE**

**Employer: TLMI DRC**

**Job Title:** Global Human Resources Senior Officer-

Bilingual English/ French

**Job base:** Congo

**Type:** 2 years Fixed Term Contract- Full time

**Updated:** **April 2025**

The Leprosy Mission (TLM) is a leading international Christian organization with over 140 years of experience. It operates as an international federation (Global Fellowship) of 30 Member countries which, through the TLM Charter, have made commitments to one another and to certain principles and ways of working. They consist of both ‘supporting’ (donor) countries and ‘implementing’ (field) countries - both equally valued Members and equal partners in the work and in ‘big-picture’ decisions about how TLM should function and develop. The TLM International Office provides leadership, coordination and facilitation to enable the Global Fellowship to achieve the vision of ‘Leprosy Defeated, Lives Transformed’.

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1. **MAIN PURPOSE OF THE JOB**

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| The Global Human Resources Senior Officer provides practical human resources support to members of the TLM Global Fellowship. The main focus of this role is to facilitate the strengthening of HR operations, compliance and systems across members by delivering HR support both direct hands-on and/or project-based HR support to Global Fellowship members as required. He/she will also provide direct HR support to TLMI DR Congo as well as build the HR capacity in-country.. The post-holder will be a resource person to translate technical HR documents between English and French as well as assist with interpretation when needed. . This role reports to the Global HR Advisor.  In order to achieve this, the post holder will be involved in the following areas, under the direction of the Global HR Advisor:   * supporting and coordinating HR processes and activities for members at Global or National level, or with HR Communities in line with TLM’s Global HR Strategy; * providing support and expertise in all areas of TLM’s Strategic HR Framework. * maintaining an overview of implementing countries’ capacity support opportunities and proactively meeting their needs; * using and promoting collaborative tools to enhance the experience of members and the work of Global HR; * adopting a facilitative, connecting and encouraging approach to affirming the identity and value of each Member; * championing the Member-agreed values and standards to ensure that the integrity of the TLM Global Fellowship is protected and maintained. |
| 1. **POSITION IN ORGANISATION**  * Reports to the Global HR Advisor * Works closely with the Head of People and Safeguarding * Works closely with the Country Leader of TLMI DRC * Not responsible for line management of staff * Based in TLMI DRC office |
| 1. **SCOPE OF JOB**   The main areas of focus of the role are:   1. **‘Hands on’ HR support for Members** – delivering an HR function that they are unable to do for themselves under the direction of the Global HR Advisor. (50%) 2. **HR projects support and development for the Fellowship TLM HR network** – contributing to global HR projects development in line with the Fellowship agreed standards and subsequent support in the incorporation of these to Member level as well as promote a place of peer sharing, learning and support, and co-organisation of the global HR workshop. (25%) 3. **Support and facilitation of HR for TLMI DRC** – support all aspects of HR in country as well as building the capacity of key stake holders where required. (25%)   The post holder is assigned responsibility for supporting a portfolio of projects and countries’ support processes and activities. These countries represent a wide and diverse range of programme size, capacity and historical presence. The role will be flexible to the needs of the individual country, member and the type of support offered will recognise the expertise and the scope of work within.  The post holder is also responsible for supporting cross member support on platforms such as the TLM HR network facilitation, where the Global HR Advisor coordinates the agenda, speakers and stimulates learning through discussions, as well as the annual HR Workshop. In addition, the post-holder will be required to participate in the planning of programmes and facilitation of sessions for members of the Global Fellowship assisting with translations (documents & online facilitation) between English and French as required. |
| 1. **DIMENSIONS & LIMITS OF AUTHORITY**  * Overseas travel: Frequent traveller – approx. 30 to 50 days a year * Support the coordination of TLM Global Fellowship HR network under the direction of the Global HR Advisor * Development of the HR capacity of specific members |
| 1. **QUALIFICATIONS AND SKILLS**  * Educated to degree level or equivalent in development studies or related field * Holds professional HR qualifications * Proficient in using online collaboration tools such as Zoom, Microsoft Teams, and Mentimeter to facilitate virtual meetings, interactive presentations, team communication, and collaborative decision-making * Experienced in hosting and participating in webinars, conducting remote training sessions, and leveraging real-time engagement features to enhance productivity and audience interaction. * Able to both support and challenge members/partners and nurture the interdependency between individual members and global fellowship * Able to assess needs and strengthen organisations and individuals in an international environment * Works with senior leaders and management to provide people management and development, policy direction (according to local employment standards where applicable), advice and support on a wide range of human resource issues * Able to develop policies and advise on process solutions to address people management risks and opportunities and align with Country Strategies * Strong interpersonal skills with the ability to relate to people from a broad range of backgrounds and cultures * Excellent writing skills to prepare documents, reports and general correspondence * High degree of organisation and initiative, self-motivated person with a positive can-do attitude. Proactive, anticipating the work that needs to be done and taking appropriate steps to achieve deadlines * Excellent ability to use the Microsoft Package and familiarity with intranet usage * Ability to work hands-on as well as strategically to contribute to the overall success of the organisation * Willingness and ability to travel overseas (approximately 30 to 50 nights per annum) and to perform well in challenging and sometimes difficult locations * Ability and willingness to work closely with others as part of a team * Be able to work in a partnership and non-paternalistic manner understanding his/her role as an advisor and not an expert * Value diversity and honour own and other’s national cultures * Have a high desire for collating experiences, learning and putting learning into practice. * Work in a Christian organisation and pray for and with members |

1. **PROVEN ABILITY**

* Substantial professional experience in providing human resources support and management internationally
* Substantial experience in organisational development and supporting partner organisations and their staff to strengthen their HR procedures and practices.
* Experience of working in or with an international NGO / internationally focused commercial organisations
* Previous field experience of working in developing countries in the Asia and / or Africa regions
* Experience of developing HR policies and procedures
* Experience of managing own workload effectively, taking the initiative, planning and organising work to meet deadlines and dealing with problems as they arise

**PART 2: DUTIES & KEY RESPONSIBILITIES**

**JOB TITLE:**  Global Human Resources Senior Officer

**DUTIES AND KEY RESPONSIBILITIES**

**Country Level capacity development and support:**

1. **‘Hands on’ HR support for Members** **50%**

* Provide HR Leads, Country Leaders and/or the relevant stakeholders with support and/or sound and effective advice on staff and HR issues e.g. development, recruitment, performance, motivation, staff engagement etc.
* Undertake specific HR functions that a Member is unable to do for themselves, such as recruitment, policy development, pay reviews, job description development, contractual reviews, and dismissal.
* Support the development of local staff handbooks, the administration manuals and the associated implementation of HR guidelines and policies.
* Provide assistance in the recruitment, training, assessment and professional development of local human resources staff and other relevant stakeholders.
* Responding to any HR queries and pointing at resources as well as developing new resources when appropriate all in line with TLM policies.
* Promote a French support HR group across members that can support each other’s

1. **HR projects support and development for the Fellowship TLM HR**  **25%**

* Support the Global HR Advisor key stakeholders and/or Country Leaders of selected Members in the identification of strategic and organisational development HR capacity building needs and the subsequent development of plans.
* To support Human Resources needs across countries through a thematic or community approach, with the intention of building HR capacity and practice in line with needs identified in country strategies and from Member Reviews.
* Ensure that Members are aware of TLM’s global policies, operating guidelines and good practice and that in-country systems and processes are relevant and regularly updated.
* Maintain an overview of implementing country capacity gaps and needs.
* Provide, when required and best placed to do so, direct technical capacity building support to Members or can connect Members with the appropriate expertise and resources from within or outside the TLM Global Fellowship.
* Maintaining information on Glasscubes (Intranet for international collaboration) related to Human Resources up to date
* Support Global HR Network Meetings working closely with the Global HR Advisor
  1. To determine agenda
  2. To facilitate key topics and interactive sessions
  3. To promote learning
  4. To ensure these meetings are held every 6 weeks
  5. To coordinate the invitations, responses, agenda, chairperson and meeting notes
  6. To measure its impact
* Ensure all HR procedures and processes are designed to uphold and promote the Christian ethos of the organisation
* Provide support to the roll out of Global Policies, procedures and good practices at member level
* Contribute to the piloting of new HR projects, promoting learning and improvement
* Support the implementation and roll out of Global HR related policies and guidelines

1. **Support and facilitate best practices HR for TLMI DRC (25%)**

* Promote TLM values and culture through meetings attendance, support, facilitation and workshops and promote EDI.
* Coordinate and support in country recruitment, talent management, and the practical implementation of performance management processes.
* Facilitate HR service delivery and ensure staff access to policies and benefits.
* Support the delivery and promotion of staff engagement initiatives and manage learning, training, and development.
* Ensure compliance with workplace health, safety, and safeguarding protocols.
* Assist with employee transitions, including on boarding, retention and exit processes.
* Assist in any other HR related process under the request of the Country Leader and or Global HR Advisor.

**General**

* Being able to support human resources management with an up-to-date knowledge and good practice across countries and jurisdictions
* Plan, undertake and report on visits to Implementing Countries in line with agreed Terms of Reference
* Participate in regular TLMI DRC and International Office meetings and training which may include travel to London and/or other locations.
* Undertake any other duties appropriate to the post as may be required
* Promote our vision and Mission as our Christian Values
* Participate in weekly sessions where we pray for the Members and pray with the Member when appropriate

**Safeguarding risk assessment: HIGH**

This role has been assessed as having a ‘high’ level of safeguarding risk. This is because the role potentially involves being alone, or having physical contact, with a child or vulnerable adult. Alternatively, the role may have control over the provision of goods or services; or provide safeguarding advice; or promote safeguarding awareness.

TLM will put relevant mitigation measures in place in order to lower the level of safeguarding risk. For example, these will include: enhanced recruitment procedures, support from staff with safeguarding expertise, and six-monthly assessment of role-related safeguarding risks. It is expected that the post holder will collaborate so that these measures can be put in place.

**Safeguarding Statement**

TLM International has a zero-tolerance policy towards any abuse, neglect, and exploitation to all people. Safeguarding is everyone's responsibility, and all employees are required to act in such a way that always safeguards the health and wellbeing of children and vulnerable adults. The post holder must sign, be familiar with, and comply with all TLM organisational policies, including the Global Safeguarding Code of Conduct, the Global Safeguarding Children & Vulnerable Adults Policy, and the Global Safeguarding Children & Vulnerable Adults Procedures. All TLM staff are required to participate in mandatory safeguarding training.

**Christian Commitment**

This role plays a major role in fostering and developing Christ-centeredness within the Mission and embedding this through our HR practices. The post holder will be expected to embed TLM Christian values through a culture of learning across the organisation, supporting others to create the space to reinforce the interdenominational spiritual identity of the organisation. One of the core competencies of this post is spiritual maturity, therefore the post holder is required to commit to the Christian values and vision of the Leprosy Mission. The post holder will take part in regular meetings dedicated to prayer.

**Part 3:** **Person Specification**

**JOB TITLE:**  Regional Human Resources Advisor- Africa

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| **Attributes** | **Essential** | **Desirable** |
| Education / Qualifications | * Educated to degree level or equivalent in Human Resources studies or related field | * Master’s degree in Human Resources or related field; or attendance at specific relevant training courses |
| Experience and Knowledge | * Al least 5 years of experience in a Senior HR role with exposure to national and international input * Significant experience building the capacity of others, at organisation or individual level * Significant experience: * On the overall cycle of Hiring including Job design, Resourcing, Recruitment, induction, on boarding and Talent Management in various organisations * Managing HR Services, Performance, Reward, Policies & Procedures * With Safety and Care including & Care- Safeguarding in HR related areas, Safety & Security, Health & Safety and Staff Wellbeing * Supporting the production of policies and procedures, strategic planning and its implementation, of HR * Staff engagement. Learning and development * Supporting processes related to EDI, OD, values and organisational culture * Good experience supporting the facilitating of international and country-level learning events * Significant experience of working in developing HR internationally | * Experience of working in or with an international NGO * Experience in various countries |
| Skills and Abilities | * BILINGUAL French- English being fluent in both languages with proficiency in speaking and writing. * Excellent remote, online, collaboration tools experience and abilities * Excellent inn person facilitation skills and abilities * Proven ability to assess needs and strengthen organisations and individuals in HR * Able to provide support to senior leaders and HR leads on a wide range of HR issues * An interest and ability to research new areas ok knowledge and new practices in the HR sector * Excellent knowledge of HR at senior level to be perceived and act as an expert * Ability and willingness to work closely with others as part of a team * Strong interpersonal skills with the ability to relate to people from a broad range of backgrounds and cultures * Good analytical skills * Good writing skills to prepare documents, reports and general correspondence * Working knowledge of basic budget and accounting procedures * Ability to work to tight deadlines in meeting departmental and organisational targets * High degree of organisation and initiative * Excellent computer literacy skills * Excellent remote media platforms experience as well as HR systems and intranets * Excellent presentation and facilitation skills * Excellent communication skills * Excellent skills using online workspaces for collaboration |  |
| Other | * Willingness and ability to travel overseas * Value diversity and honour own and other’s national cultures. * Have a high desire for collating experiences, learning and putting learning into practice * Be a practising Christian committed to the objectives and values of The Leprosy Mission and able to work in an interdenominational environment * Contribute to the rich spiritual life of your team, including team devotion, prayers and words of encouragement * Adhere and promote our Safeguarding Standards and Code of Conduct |  |