



JOB DESCRIPTION

Position Title:	Head of Human Resources and Administration
Unit:	CARE International Secretariat
Supervisor:	Secretary General
Direct reports:	HR Officer
Location:	Flexible. Countries where CARE has a registered office and can host the role, and where the candidate has relevant work authorization.
Type of contract:	Contract managed by your hiring office, following labour conditions and regulations adhered to by that office.
Travel:	about 10% of time

BACKGROUND

CARE International (CI) is among the world's largest international non-governmental humanitarian relief and development Confederations. Drawing on more than 75 years of experience, through its 21 Members, Candidates and Affiliate, as both a practitioner and thought leader, CI's work reaches over 100 countries worldwide to save lives, defeat poverty and achieve social justice.

CARE's vision is to seek a world of hope, inclusion, and social justice; where poverty has been overcome and people live in dignity and security. CARE puts gender equality, diversity, and inclusion at the center of all we do because we know that we cannot overcome poverty and social injustice until all people have equal rights and opportunities. We recognize that power relations between people and within systems and structures are unequal and that these are enshrined in our broader systems, structures, and institutions.

At the core of the CI Confederation is a globally distributed Secretariat, which provides coordination and support to its Members in areas including governance, strategic planning, communications, membership development and accountability, advocacy, humanitarian response, and program development. In addition, the Secretariat represents the CI Confederation at the United Nations and the European Union, and with other external stakeholders.

POSITION SUMMARY

The Head of Human Resources (HR) & Administration is the Secretariat's leadership position responsible for HR and Administration at the CI Secretariat, which maintains offices in Brussels, Geneva, London with about 50 staff based in approximately 15 countries across the globe. The position is responsible for overall HR and Administration strategy, policies, management, services and support for all Secretariat staff. The Head of Human Resources also actively promotes and enables a safe and respectful workplace culture that includes fulfilling specific gender equity, diversity, inclusion, and safeguarding commitments, as well as having a meaningful impact on the lives of our staff by enabling a supportive workplace environment where everyone can comfortably be themselves, and feel inspired and thrive, as part of a diverse global team.

RESPONSIBILITIES:

1. Human Resources Leadership within the CI Secretariat [approx. 25%]

- Provide leadership, advice and support for CI Secretariat staff and managers on all human resource culture, and administrative matters.
- Support senior leadership to promote a work environment of teamwork, learning, inclusion, creativity and innovation; and one that promotes accountability, safeguarding and high performance.
- Lead the design of a coherent organizational structure and work culture that is consistent with CARE's programmatic vision and Gender, Equity, Diversity and Inclusion principles and policies.
- Develop and maintain CI Secretariat employment-related policies and practices to ensure a high standard commensurate with sector-wide best practices and legal requirements, as well as CARE's commitments to gender equality, diversity, inclusion and safeguarding.
- Guide organizational changes, teams' transitions and key initiatives, and act as a change agent towards our gender and anti-racist journey with a dedicated HR focus and related workplan.
- Anticipate trends by staying abreast of HR innovation and related practices to enhance both employee and employer experiences.
- Act as the HR "go-to" on any HR related matters, including assisting and advising staff and managers on key HR related matters.

2. Human Resources talent attraction, development, and retention [30%]

- Recruitment
 - Manage recruitment processes, working closely with hiring managers and putting in place appropriate mechanisms to enable effective recruitment that ensures diversity and inclusion.
 - Design and implement orientation processes so that all staff joining the Secretariat have the tools, knowledge, and support to navigate a global confederation.
- Employee cycle management
 - Lead on HR operations and oversee the full employee cycle from safer recruitment, contracting, on-boarding to exit.
 - Support line managers through the performance review and development cycle.
 - Oversee the terms and conditions and competitive benefits and compensation portfolio for CI Secretariat staff.

3. Administrative Planning and Management [approx. 30%]

- Manage the contracting process for staff, ensuring alignment with policies and collection of relevant documentation or proofs and coordination with contracting CARE Member where applicable (for seconded staff/consultants).
- Manage and monitor the HR platform (HiBob) and ensuring data accuracy, bug fixes and coordination with system support team, training, and awareness to staff and managers.
- Maintain the CI Secretariat's relationship with its EAP providers and promote staff well-being and access to its services.

- Oversee all CI Secretariat insurances portfolio with the support from external brokers to ensure equity in benefits for staff.
- Travel and administrative services: Oversee travel processes and administrative services for CI Secretariat staff.
- Consultants: Contract management for individual consultants hired by CI, including conducting reference and safeguarding checks, and ensure integration of principles of diversity and inclusion.

4. Information and Transparency [5%]

- Together with the CI Safeguarding Coordinator reinforce awareness and support a culture of “zero tolerance” and accountability towards the global CI Safeguarding.
- Manage grievance claims and support on investigating workplace related misconduct if/when required.
- Collect and report into established systems any required HR (including Misconduct Disclosure Scheme and Safeguarding) and administrative data for the purposes of CI Secretariat performance and accountability.
- Collaborate with Senior Leadership to establish clear channels for sharing information or receiving input about HR procedures, policies, or decisions, maintaining trust and transparency across the Secretariat.

5. HR Coordination within CARE Confederation [5%]

- Actively participate in the CARE HR Working Group, with HR representatives of diverse CARE members, supporting exchanges, best practices’ sharing and attending meetings to help align our practices and gain HR efficiency across CARE as Confederation towards CARE 2030.
- Actively participate in other appropriate global working groups

6. Any other projects and duties as assigned by the Secretary General [5%]

Key Contacts:

Internal

CI Secretariat staff, Secretary General, Executive Assistant, Finance Team, Leadership Team, GED Action Team, CARE Members’ HR Directors.

External

- HR and Administration stakeholders and suppliers in various countries and diverse HR/Legal settings.
- Global forums addressing Human Resources, diversity, and inclusion in the humanitarian space
- Diversity of local and international suppliers (landlords, payroll providers, legal firms, insurances, brokers, etc.).

Team:

The Head of HR & Administration reports to the Secretary General. S/he is a member of the Leadership Team and manages a part time Human Resource Officer.

Working conditions:

The Head of HR & Administration is home or office based - the location is flexible in countries where CARE has a registered office and can host the role, and where the candidate has relevant work authorization. The position involves some travel.

Qualifications & experience:

- Relevant HR diploma or equivalent HR experience.
- Experience in working to promote diverse and inclusive workspaces through recruitment, development, and retention.
- Solid HR experience with successful and proven track records in global HR contexts bringing a minimum of ten years of progressively more responsible professional experience in HR & Administration management.
- Experience in an International NGO required and interest and alignment with CARE's mission, vision, and values.
- Understanding of different labor markets as our operations cross over various operational contexts; sound knowledge of Swiss, Belgium and UK labor laws strongly desired.
- Strong track record of supporting organizational transformation.
- Strong diplomatic skills and ability to build trustful relationship at all levels.
- Proven commitment to and experience of promoting gender equality, inclusion and diversity, and Safeguarding, in international organizations.
- Excellent communication and coordination skills in English. Arabic, French or Spanish would be an added advantage.
- Strong reporting and analytical skills required.

Competencies:

- A global citizen that seeks inspiration through working with others
- Good listening skills
- Excellent problem-solving skills
- Passionate about social justice and eager to contribute where they can
- Convinced that diverse workforces are more effective
- Committed to equality and passionate about feminist principles

We are committed to preventing all unwanted behavior at work. This includes sexual harassment, exploitation and abuse, and child abuse. We expect everyone who works for us to share this commitment by understanding and working within the CARE International's Safeguarding:

Protection from Sexual Harassment, Exploitation and Abuse, and Child Abuse (PSHEA-CA) Policy and related framework.

CARE International has a zero-tolerance approach to any harm to, or exploitation of, a vulnerable adult or child by any of our staff, representatives, or partners. CARE International reserves the right to seek information from job applicants' current and/or previous employers about incidents of sexual exploitation, sexual abuse and/or sexual harassment the applicant may have been found guilty to have committed or about which an investigation was in the process of being carried out at the time of the termination of the applicant's employment with that employer.

By submitting the application, the job applicant confirms that s/he has no objection to CARE International requesting the information specified above.

All offers of employment will be subject to satisfactory references and appropriate screening checks, which can include criminal records and terrorism finance checks. We will seek at least two references, one of which must be your most recent employer. In addition, we participate in the [Misconduct Disclosure Scheme](#) and will request information from job applicants' previous employers, about any findings of sexual exploitation, sexual abuse, child abuse and/or sexual harassment during employment, or incidents under investigation when the applicant left employment. By applying, you confirm your understanding and agreement of these checks.