Human Resources (HR) Manager

Title: Human Resources (HR) Manager
Duty Station: Mae Sot, Thailand
Closing date: 28 June 2022 (The recruitment is urgent; HI reserves the right to hire somebody before the deadline)

Handicap International that runs its program under the operating name Humanity & Inclusion (HI) seeks for The Human Resources Manager is based in Mae Sot office under the supervision of the MY HR Manager (Myanmar – Thailand), based in Yangon, Myanmar.

HI is engaged in an employment policy in favour of employees with disabilities.
HI reserves the right to not accept applications submitted after the deadline. Only shortlisted candidates will be contacted for testing and an interview.

PROJECT HISTORY
Handicap International, now operating under the name Humanity & Inclusion (HI), is a non-profit independent and impartial aid organization working in situations of poverty, exclusion, conflict and disaster. HI works in emergency, post-emergency reconstruction or rehabilitation, chronic crises and development settings.
HI works alongside persons with disabilities and vulnerable populations, taking action and bearing witness in order to respond to their essential needs, improve their living conditions and promote respect for their dignity and fundamental rights. HI works to meet the needs and defend the rights of children, women and men with disabilities.
Since its creation in 1982, HI has gone on to work in around 60 countries worldwide, for the benefit of several million people.
In Thailand, HI started working in 1984 and currently implements activities for Burmese refugees along the Thailand-Myanmar border under three thematic areas: Rehabilitation, Disability Social Inclusion (DSI) and Explosive Ordnance Risk Education (EORE).
For more information on the organization, please see Humanity and Inclusion website: https://hi.org/en/index and the online presentation of the organization: https://www.youtube.com/watch?v=3p2OWI6T3AY&t=127s

WORKING ENVIRONMENT
HI Thailand has three main pillars of intervention within the Myanmar/Thailand Program:
- Armed Violence Reduction (AVR) including Explosive Ordnance/Mine Risk Education,
- Inclusion of persons with disabilities with Disability Social Inclusion (DSI), with a MHPSS component,
- Health with project covering physical and functional rehabilitation.

OBJECTIVES OF THE POST
The HR Manager is in charge of the overall management of HI Human Resources department (national and international staff) as well as the supervision of the administrative department. S/he ensures the development and the implementation of HR policies and procedures within the program. S/he is responsible for monitoring daily operations of all administrative and HR matters.

JOB DESCRIPTION: Human Resources (HR) Manager.

Responsibility 1: Participate to the development of the HR strategy, translate it into appropriate policies and procedures and ensure their implementation.
Aim: to implement the HR strategy of the programme.
Benchmarks: HR policies and procedures are developed and implemented, internal HR trainings are organized, policies are up-to-date and compliant with the national legislation and HI regulations.
Activities:
- Prepare, in consultation with the SSC and Country Manager (CM), the annual HR Action Plan to support the overall HR strategic aims and objectives of HI Thailand.
- Develop/update HR policies and procedures as defined in the annual HR Action Plan.
- Implement and maintain HR policies and procedures to ensure effective, fair and consistent management of HI staff.
- Ensure HI policies and procedures are comprehensive, up-to-date and in compliance with Thailand legislation.
- Ensure institutional/ safeguarding policies are strictly applied on the programme and regularly revised in compliance with HI regulations and donors’ requirements.
- Communicate to CM and SSC any change of the national legislation that could have an impact on the annual HR budget and/or to HR workload/organization.
- Work closely with managers, providing them with training (including refresher training), coaching and support on the full range of HR activities in order to ensure that they have a fair and consistent approach to staff management.
- Ensure that HI policies are translated from English to other languages (Thai, Karen and Burmese) and from Thai to other languages (English, Karen and Burmese).
- Ensure that all relevant HR documentation is accessible to HI staff.

Responsibility 2: Ensure an administrative support to implement activities in respect to legal framework, and donors’ requirements

Aim: To facilitate HR administrative management, in compliance with Thailand legal framework
Benchmark: Quality of HR and administrative documents issued, compliance with Thai regulations and procedures, responsiveness in the execution of activities, good relationships with Thai authorities.

Activities:
- Support project teams to prepare annual proposal and quarterly reports to Ministry of Interior (MoI) and Ministry of Labour (MoL).
- Be the focal point for and coordinate with CCSDPT administrator.
- Participate to annual meetings organized by Thai Ministry of Interior (MoI) and CCSDPT.
- Provide guidance and refresh staff about MoI regulations.
- Supervise all process related to HI license extension.
- Ensure good coordination and relations with MoI (Operation Center for Displaced Persons/OCDP) and other relevant Thai authorities at district and province levels, but also with Camp Commanders and MoL.
- Supervise any request of permission to MoI (OCDP) (video, photo etc)
- Support internal and external auditing as per requested.

Responsibility 3: Ensure an efficient HR management of HI national staff, including camp based staff and casual workers

Aim: to ensure an efficient human resources management of HI national staff in compliance with Thailand legal framework and HI regulations.

Benchmark: compliance with the latest national regulations, quality of the filing system, national staff database is up-to-date, deadlines are respected (income tax, social security etc.), HQ requirements are respected (table follow-up)

Activities:
- Ensure that HR policies (Term and Condition of Employment (TCE) for national staff, Internal Regulations (IRs), etc.) are known and comprehensively implemented by all HI staff, including in camps.
- Ensure that HR policies are compliant with the national legislation (Labor Law, Tax law, etc.), HI regulations and donors’ requirements.
- Supervise and approve monthly payroll and the payment of HI salaries and benefits as well as legal obligations (income tax, social security etc.), and incentives of camp-based workers and of casual workers.
- Supervise the management of leave of HI national and camp-based staff (maternity leave, sick leave, unpaid leave, leave request, leave balance, unjustified absence, etc)
- Supervise the appraisal procedure and ensure that HI staff perform an appraisal at least once a year.
- Ensure that disciplinary procedures are well applied and provide support to managers when dealing with disciplinary measures.
- Supervise end of contracts of HI staff (resignation, termination, dismissal) and ensure that end of contract indemnities/severance payments are in compliance with the Thai Labor Act and HI TCE.
- Ensure personnel files (including time-sheets) for all staff, including camp-based staff and casual workers, are complete and updated, in compliance with donors’ and HI rules.
- Support the logistics team to identify insurance companies on yearly basis and ensure all staff are insured and understand the insurance benefits package.
- Complete the annual HR report for HI HQ.
- Conduct periodic surveys to measure employee satisfaction.
- Based on HI policy, be the main connection between HI direction and staff representatives, and call for meetings, staff representative elections, etc. when necessary.

Responsibility 4: Ensure an efficient human resources management of HI international staff

**Aim:** to ensure an efficient HR management of international staff in compliance with HI regulations

**Benchmarks:** quality of the filing system, HQ requirements are respected (table follow-up), renewal of official documents for international staff are well anticipated and communicated (visa, etc.)

**Activities:**
- Ensure HR policies related to international staff are compliant with the National Laws, HI regulations and donors’ requirements.
- Supervise the payment of monthly benefits to HI international staff, including interns and volunteers (per-diem, transportation allowances, advance on salary, child allowance as well as the reimbursement of school registration and tuition fees for accompanying children following HI requirements)
- Ensure a good transmission of documents between HI Thailand and HR department in Myanmar for any staff related subjects (per-diem, salary advances, child allowance, absence, leaves, scholarship fees, end of contract information, etc.)
- Coordinate and supervise the issue of visas, authorization to stay, work permits and all official documentation.
- Upon validation of the CM, provide information to immigration, police, national security etc.

Responsibility 5: Manage the recruitment process

**Aim:** to ensure the recruitment process is efficient.

**Benchmarks:** recruitment policy is well implemented, the recruitments tools are used and known by managers, the recruitment table follow-up is up-to-date, important information about recruitment issues are communicated to the concerned staff.

**Activities:**
- Take a leading role in the implementation of HI recruitment policy.
- Supervise the recruitment of HI new staff from the identification of the need of recruitment to the finalization of the employment contract.
- Supervise the advertisement of vacancies (internally and externally)
- Advice and coach managers on recruitment and selection methods.
- Supervise, in consultation with line-managers, the selection of short-listed applicants.
- Supervise the organization of test and interview appointments with the short-listed applicants.
- Participate at the interview of manager position and be an active member regarding the selection of the best applicant based on objectives criteria.
- Manage employee probationary period and ensure that no employee goes over the probationary period without their employment being confirmed as permanent, terminated or the probationary period extended for a further period.
- Upon request from the SSC and CM, conduct a salary and benefits benchmarking exercise and/or produce an analysis of the existing salary surveys developed by other organizations (CCSDPT Members, other NGOs, CBOs etc.) and identify needs of improvement of HI salary scale and benefits.
- Consult lawyer and Thai labour office when necessary.

Responsibility 6: Manage and follow-up HI training plan

Aim: to improve HI staff performance.

Benchmarks: an annual training plan is approved by the Country Manager, the annual budget for training is spent, an induction training is provided to HI staff.

Activities:
- Take a leading role in the implementation of HI training policy.
- Ensure all HI employees (national and international) receive an induction training on HR policies within the first week of their arrival.
- Ensure that HI staff are clearly trained on HI safeguarding policies (induction training + yearly refresher training)
- Be responsible for the organization of a general induction training for new HI staff.
- Support HI managers to help them to identify the needs of training that could be available and necessary for their team members (individual and/or collective training)
- Ensure that individual training needs are identified as part of the employee appraisal system.
- Present the aggregated requests of training to the Training Committee and produce the annual training plan to be approved by head office (Lyon - France)
- Identify external training providers in order to provide collective training identified as a priority by HI Training Committee.
- Prepare PSR for the procurement of external providers (collective training)
- Follow-up the annual training budget and provide regular update to the RSSC and CM.

Responsibility 7: Manage Human Resources team members

Aim: to develop Human Resources team’s autonomy and performance.

Benchmarks: definition of individual action plan, each Human Resources team member performed an appraisal, training needs are identified.

Activities:
- Supervise and give guidance to Human Resources team members.
- Train and coach Human Resources team members.
- Organize an annual meeting in order to define the HR strategy (HR action plan, objectives of the department, needs for training, etc.)
- Manage the follow-up of Human Resources team members’ contract (leave, recuperation, appraisal, IAP, objectives, etc.), if the need arises, co-validate disciplinary procedures with Country Manager.
- Oversee Human Resources team members’ career development: defining training needs and providing guidance on professional development.
Education: Bachelor degree in administration or business management specialized in HR management.

Experiences:

- At least 3 years of proven past or current experiences in a similar position with an international organization. Those whose responsibilities is lower than managerial level, the candidate must have 5 years of experience.
- At least 1 year of managing team members
- Familiarity with the temporary shelters along the Thai-Myanmar border would be great asset.

Technical Skills & Cross Cutting Skills:

- Fluent English writing and speaking is mandatory.
- Strong knowledge of Thai Labour Law, Thai Social Security Fund.
- Proficient in MS office package.
- Excellent organizational skills (capacity to prioritize)
- Very strong interpersonal skills: strong communication and diplomatic skills.
- Proven managerial skills.

Language skills: Expert in English and Thai language.

Behavioural Skills:

- Ability to work within a multi-cultural team.
- Diplomacy.
- Sense of humour.
- Practical and problem-solver.
- Ability to work well under pressure.

JOB CONDITIONS:

Local work contract, fixed duration contract (potential to be extended).

We offer also: nice working environment such as 15 days of annual leave, 5 working days office closure in December, 15 days of public holidays, 5 days special leave for family event, Social Security & Worker Compensation Fund, Group life & health, phone card credit, bonus, seniority of 2% after the 1st year of employment and training possibilities.

Start preferably: 15 July 2022

How to apply: In the subject line of the email please write “Human Resources (HR) Manager – Mae Sot- Thailand”

IMPORTANT: In the content of the CV please outline responsibilities and tasks from previous & current work, volunteer experiences and training received.

Please send all applications (cover letter, CV, copy of Thai ID card, educational certificate, training certificate) to: recruitment@myanmar.hi.org

Only candidates who passed the administrative selection will be taken into consideration for a technical assessment and will be afterwards notified of the final decision. Selected applicants may be invited for an interview. HI reserves the right to contact the applicants for further information before the final selection of the selection committee.

Handicap International encourages qualified persons with disabilities or chronic illnesses and women to apply.

HI is committed to protecting children and vulnerable adults from harm. Employment is subject to HI protection standards including background checks and adherence to HI protection policies (Child protection, PSEAH), Fraud and corruption and Code of Conduct.

All information shared by the applicants remains confidential.