

### **Profile Overview**

Australian Red Cross (ARC) deploys Human Resources (HR) Managers (also referred to as HR delegates) to support the global operations of the International Committee of the Red Cross (ICRC). The HR Manager role is a core function of the ICRC when responding to emergencies in countries affected by violence and/or conflict.

The International Committee of the Red Cross (ICRC) works worldwide to provide humanitarian assistance to people affected by violence and armed conflict. The ICRC acts in response to emergencies and actively promotes respect for International Humanitarian Law (IHL). The ICRC is an independent and neutral organisation, and its mandate stems from the Geneva Conventions of 1949. The ICRC works closely with National Red Cross and Red Crescent Societies and International Federation of the Red Cross (IFRC) to coordinate international activities in times of armed conflict or any other situations of violence, to ensure a concerted and rapid humanitarian response.

As an HR Manager, you will deliver consistent high-quality HR services to enable line managers and employees to adequately respond to operational challenges. You will also ensure the implementation of the HR division's strategy, objectives and policies, in addition to overseeing all aspects of HR practices and processes on site. As an HR Manager, you will also demonstrate a high level of upstream communication with the ICRC Headquarters and regional offices on HR related matters. As a specialist in your field, you will promote the values of the organisation and enable the success of field operations through different HR-related activities, including job design, recruitment, performance management, training and development, employment cycle changes, talent management and ongoing HR projects.

### **Key responsibilities**

#### ***HR Strategy***

- Develop and implement HR strategies and initiatives aligned with the overall HR Division/Organisation strategy
- Develop and monitor overall HR strategies, systems, and procedures at delegation level and regionally

#### ***HR Framework***

- Develop and implement the HR Management Framework of the Delegation in compliance with ICRC policies and legal obligations
- Ensure application of local HR processes, policies and procedures within the Delegation
- Advise on the HR legal framework for consultancy contracts

#### ***HR Operations***

- Draft, adjust and update all aspects of the HR Organisational structure in the countries covered
- Supervise and monitor all sourcing and talent acquisition, on-and off-boarding activities in the countries covered
- Supervise and promote professional development, talent management and learning activities, ensuring coherence, consistency and respect of institutional policies
- Provide sound advice to employees around Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) procedures and reporting mechanisms
- Oversee and manage the performance appraisal process
- Assist and guide colleagues within the Internal Assignment Planning procedure and process
- Assist with all aspects related to Employee Relations, which includes, but is not limited to: bridging management and employee relations by addressing demands, grievances or other issues
- Support current and future operational needs through the development, engagement and retention of employees

#### ***Support to Line Managers***

- Advise and provide guidance to Line Managers in the execution of their people management responsibilities

- Act as an Ambassador of Change towards Managers in the implementation of the ongoing global HR Transformation
- Build strong relationships with Line Managers and Top Management to successfully influence on key change initiatives

#### ***Supervision of other HR Service Providers***

- Supervise, guide and coach HR Teams in the execution of daily HR activities and provide professional development plans, up-skilling initiatives and advice in accordance with ICRC global norms and standards.

#### **Key qualifications, experience, knowledge and skills**

- 5 years of experience in an HR related capacity, including in a Business Partner, Generalist, Manager or Executive role
- University degree in Human Resources OR equivalent experience
- Experience in the management of complex and diverse teams (mid to large size) with demonstrated track record in driving transformation and implementing change in complex and challenging situations
- Experience working internationally and/or with a humanitarian, development, cooperation, volunteering matrix organisation
- In-depth knowledge and experience of HR best practices, HR systems and databases
- Knowledge of employment law, HR administration, workforce and organisational planning, compensation and benefits, recruitment, selection and staffing, performance management, learning and development, employee relations, staff health and safety, and employee engagement
- Demonstrated ability to provide advice and recommendations to the management team
- Demonstrated ability to lead and develop HR department staff members.
- Fluency in English at a B2 level (*according to the European framework of the reference for languages*)

#### ***Preferrable***

- Knowledge of another ICRC working language (**French, Spanish, Portuguese, Arabic or Russian**)
- Experience working in challenging environments, most specifically in areas impacted by violence or armed conflicts
- Understanding of Prevention of Sexual Exploitation and Abuse (PSEA) mechanisms

#### **Behavioural competencies**

- Strongly motivated by humanitarian work
- Extremely flexible and adaptable, with an ability to work under pressure in a potentially dangerous environment
- Culturally competent with excellent ability to work effectively as part of multicultural teams and engage in a respectful way with local staff and communities
- Sensitivity to challenging political contexts and understanding of risk management processes
- Excellent communication skills (written and spoken)
- Excellent active listening, negotiation and presentation skills
- Excellent interpersonal and employee coaching skills, with an ability to build effective relationships at all levels of the organisation

To learn more about the HR Manager role with the ICRC, please watch this [video](#).

For more information on ICRC's global operations, please visit: <https://www.icrc.org/en>