

Job Title: HUMAN RESOURCE AND OPERATIONS MANAGER – (Open to Kenyan Nationals Only)

The Lutheran World Federation, World Service (LWF-WS) is the humanitarian and development arm of the Lutheran World Federation. LWF World Service seeks to bring people of all backgrounds together in the common quest for justice, peace, and reconciliation in an increasingly complex and fragmented world.

Our Kenya-Somalia Program works with and supports refugees, IDPs, returnees, host communities, and other at risk local communities both in Kenya and Somalia.

LWF KENYA-SOMALIA: HUMAN RESOURCE AND OPERATIONS MANAGER

POSITION DESCRIPTION

The Lutheran World Federation (LWF), Kenya and Somalia Program is seeking a qualified, experienced, and highly motivated **HR and Operations Manager** who will manage Human Resources (HR) and supervise operational functions including logistics, procurement, administration, security and Information and Communication Technology (ICT). Reporting to the Country Representative, the position is part of the Country Program's Country Management Team and the position holder will promote stewardship of resources, help ensure principled compliance, proactively identify risks, and work toward continual operational improvements.

The position is based in **Nairobi** but will involve travels within Kenya and to Somalia.

Overall Responsibilities

- Manage HR and coordinate operations functions that meet LWF's policies, guidelines and standards, donor requirements, and local regulations.
- Coordinate and monitor day-to-day operations to ensure support services are delivered with high-quality and in an efficient manner.
- Provide coaching, tailored individual development plans, and complete performance management for direct reports.
- Foster a teamwork environment in the Kenya and Somalia Program that truly reflects LWF's Values and principles and the organization's Code of Conduct.
- Coordinate response to issues that emerge from internal and external audits and provide guidance to implement improvements in the areas of HR and operations.
- Continuously assess and improve processes in HR and operations to enhance efficiency and effectiveness.
- Support HR and operations staff in Nairobi and in the program areas both in Kenya and Somalia to address challenges timely and to build their capacity.
- Represent LWF through participating in relevant professional and related networks and coordination forums.
- Track HR and operations related contracts to ensure timely renewal where appropriate or a smooth ending of them.
- Contribute to the monthly management report of the Country Program.
- In communication with LWF's legal advisers and through staying up to date on laws and regulations, ensure LWF remains compliant with all relevant governmental regulations and introduce to the relevant Country Program units and staff any such relevant legislative and public policy changes that have implications on the work of LWF in the countries of operation.
- Actively contribute to the achievement of the organization's objectives as a member of the Country Management Team.

Specific Responsibilities

Human Resource

- Manage the staffing process, including recruiting, interviewing, hiring and on-boarding (including new staff completing the mandatory LWF trainings upon joining the organization)
- Prepare monthly reports and presentations on HR-related metrics
- Develop appropriate staff training and on-boarding materials
- Respond to employees' questions on salaries, benefits and other staff related matters.
- Help the organization's HR related processes remain legally compliant
- Ensure physical and digital personnel records are properly kept
- Ensure job descriptions are up to date and compliant with all relevant laws and LWF policies and guidelines
- Ensure updated staff structures/organograms are maintained at all times
- Ensure monthly payrolls for all management units are prepared, reviewed and submitted timely
- Coordinate performance appraisals
- Analyse trends in compensation and benefits and recommend necessary changes for consideration
- Ensure all relevant LWF HR policies are applied consistently
- Handle implementation of disciplinary procedures and related communications.
- Work as the MDS (Misconduct Disclosure Scheme) focal point for the Kenya and Somalia Program.
- Engage with the LWF HQ on HR and operations related matters as and when needed.

Administration

- Oversee the daily operations of the CP office, including maintenance, security, and supplies.
- Assist in developing and managing budgets for administrative expenses, ensuring cost-effectiveness.
- Oversee and ensure effective engagements with governmental stakeholders, service providers and related institutions to ensure smooth and timely acquisition of related services and documentation.
- Manage effective and efficient processes are in place for visitors to the Country Program.
- Ensure safety and security protocols are adhered to in the Nairobi office and in the program offices and sites.
- Follow up and ensure effective and timely handling of the Country Program's legal cases.

Procurement and Logistics

- Work with the procurement staff to develop and implement procurement strategies to ensure cost-effective and timely acquisition of goods, services, and supplies.
- Ensure the provisions of LWF's Procurement Manual and relevant donor guidelines are consistently adhered to on matters procurement
- Oversee effective coordination of the transportation and distribution of goods to various locations within Kenya and Somalia.
- Though support to the Logistics and other relevant staff, ensure efficient inventory and asset management and control.
- Review regular reports on procurement and logistics performance before they are shared with the relevant units.
- In collaboration with staff in the respective units, identify and mitigate risks related to procurement and logistics operations.
- Work with procurement staff to identify cost-saving opportunities and improve supply chain efficiency.

ICT

- Develop and implement an ICT strategy aligned with the organization's goals and mission.
- Oversee the maintenance and upgrade of ICT infrastructure, including servers, networks, and communication systems.

- Oversee the security of ICT systems and data through the implementation of security measures and policies.
- Support IT staff and follow up actions to ensure timely and adequate technical support is provided to staff at times of need and training is offered as necessary to ensure the effective use of technology.
- Ensure data storage, backup, and recovery procedures are followed by the CP's IT staff to safeguard critical organizational data.
- Coordinate the review and updating of the Country Program's ICT policy to ensure it is up to date with current ICT policies and practices of LWF as an organization.

Position Requirements

- Master's degree in Human Resources Management, Business Administration, or a closely related field.
- Minimum seven years of proven experience in human resources and operations management, preferably in an international NGO context.
- Excellent oral and written communication and interpersonal skills
- Familiarity with the specific challenges and context of working in Kenya and Somalia.
- Deep understanding of the local contexts in Kenya and Somalia.
- Knowledge of donor regulations and familiarity with humanitarian and development projects.
- In depth knowledge of labour laws and other relevant regulations in Kenya (and Somalia).
- Strong leadership, team management, negotiation, and communication skills are also essential
- Proficiency in computer applications and HRIS (Human Resource Information Systems).

Personal Skills

- Good strategic, analytical, systems thinking, and problem-solving skills and ability to make sound judgment and decisions
- Strong relationship management skills and the ability to work closely with local partners
- Proactive, results-oriented, and service-oriented
- Attention to details, accuracy, and timeliness in executing assigned responsibilities
- Ethical conduct in alignment with LWF's Values and Principles (dignity and justice, compassion and commitment, respect for diversity, inclusion and participation, and transparency and accountability) and its Code of Conduct

Our recruitment and selection procedures reflect the organization's commitment to the prevention of abuse and exploitation of beneficiaries.

Disclosure: LWF participates in the [Inter-Agency Misconduct Disclosure Scheme developed by the Steering Committee for Humanitarian Response](#), which requires LWF to conduct reference checks with prior employers including questions about employee misconduct. By proceeding with this job application, you consent to LWF requesting a Statement of Conduct from your previous employers. This Statement of Conduct is requested from previous employers for all candidates for employment and provided to all employers that request it from LWF.

Only short-listed applicants will be contacted.

Closing date 4th October 2023