



WCS Mozambique: Job Description for NNR Human Resources Manager

Wildlife Conservation Society: The Wildlife Conservation Society (WCS) is a US non-profit, tax-exempt, private organization established in 1895 that saves wildlife and wild places by understanding critical issues, crafting science-based solutions, and taking conservation actions that benefit nature and humanity. With more than a century of experience, long-term commitments in dozens of landscapes, presence in more than 60 nations, and experience helping to establish over 150 protected areas across the globe, WCS has amassed the biological knowledge, cultural understanding and partnerships to ensure that vibrant, wild places and wildlife thrive alongside local communities. Working with local communities and organizations, that knowledge is applied to address species, habitat and ecosystem management issues critical to improving the quality of life of poor rural people whose livelihoods depend on the direct utilization of natural resources.

WCS established a country program in Mozambique in 2012 with two primary objectives:

- Increase the protection of Niassa National Reserve, a vast landscape in the north of the country, and improve the conservation status of its elephants through co-manage of the Reserve; and
- Strengthen national-level protected area management by helping to improve policies and reinforcing the government's ability to implement wildlife crime legislation through strategic engagement with government agencies in Maputo.

Position Description: This position is responsible for the overall provision of Human Resources services, policies, and associated systems in Niassa National Reserve, including recruitment, on-boarding, professional development, leave schedules, performance management, disciplinary proceedings. This involves coordinating with the heads of departments to ensure management objectives are met in a timely manner.

Position Profile: This position requires a committed, competent and dynamic HR professional with the ability to establish strong and collaborative relationships within the NNR team in order to promote its cohesion and success. The individual has the ability to define and establish compliance with organisational policy and procedures with safety consciousness. The individual is proactive and able to manage multiple responsibilities effectively, demonstrating high standards of work practices, and working cross-functionally.

Strategic Objective: Maintains and enhances the human resources in the Niassa National Reserve by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices in coordination and collaboration with Africa Program HR and Global HR at HQ by supporting the development of an employee-oriented; high-performance culture that emphasizes empowerment, quality, productivity, and standards; goal attainment, and the recruitment and ongoing development of a superior workforce.

<i>Place of work:</i>	Niassa National Reserve, Niassa Province, Mozambique
<i>Department:</i>	Administration, Finance and Human Resources
<i>Reporting to:</i>	Currently Program Director for Niassa National Reserve
<i>Liaison:</i>	NNR Warden, WCS Administration and Finance Director and Africa Program HR Director
<i>Supervision:</i>	Human Resources Officer and Human Resources Assistant
<i>Position type:</i>	Full-time two-year contract, renewable dependent on performance
<i>Conditions:</i>	Terms and conditions of employment as detailed in employment contract

<i>Expected travel:</i>	The position is expected to travel as occasionally within Niassa National Reserve, as well as some national and international travel, as required
<i>Executive Role:</i>	Member of the NNR management team (with the NNR Warden and Reserve Manager and other department and sub-department heads)

Core Duties and Responsibilities

This position is ultimately responsible for:

General

- Health and safety of staff.
- Development of a superior workforce.
- Development of the Human Resources department.
- Development of an employee-oriented company culture that emphasizes quality, continuous improvement, Key employee retention and development, and high performance.
- Personal ongoing development.
- Compliance with all existing governmental and labour legal and government reporting requirements.
- Maintaining minimal exposure to lawsuits.

Development of the Human Resources Sub-Department

1. Overseeing the implementation of sub-department programs through managing the work of reporting sub-department staff. Encouraging the ongoing development of the Human Resources staff.
2. Developing and monitoring an annual budget that includes human resources services and benefits administration.
3. Developing and maintaining a human resources information system for existing and potential new staff.
4. Conducting a continuing study of human resources policies, programs, and practices to keep management informed of new developments.
5. Leading the development of sub-department goals, objectives, and systems through human resources strategic and annual work planning.
6. Establishing sub-departmental measurements that support the accomplishment of objectives and targets.
7. Managing the preparation and maintenance of such reports as are necessary to carry out the functions of the sub-department. Preparing periodic reports for management, as necessary or requested, to track objectives and target progress.
8. Developing and administering programs, procedures, and guidelines to help align the workforce with the strategic goals of Niassa National Reserve.
9. Participating in executive management and coordinating general staff meetings.

Recruitment and Hiring

10. Maintaining and updating as necessary job descriptions and requirements for all positions, and developing new ones for new positions in coordination with other (sub-)departmental colleagues.
11. Contributing to the establishment of standard recruitment practices and procedures necessary to recruit and hire the best candidates possible, and leading its implementation for Niassa National Reserve.
12. Short-listing, interviews management and communication with candidates and their referees; serving as part of the interview team for position final candidates.
13. Developing staff contracts and associated paperwork, such as code of conduct for all staff or work and residency permits for expatriates.
14. In collaboration with hiring Managers, onboarding new staff through preparing office space and tools, and explaining policies and procedures.

15. Streamlining the recruitment and hiring of seasonal workers to minimum requirements and ensuring that none overstay their seasonal limits.
16. Transference of seasonal workers undertaking permanent functions to permanent positions as required.

Staffing management

17. Preparing annual leave calendar for all staff with departmental management with attention to preventing senior and middle (sub-) departmental management staff taking leave at the same time or during key annual NNR events.
18. Preparing and monitoring staff leave plans and logistics management of leave travel, i.e. flights bookings, accommodation, car rentals, etc. in coordination with the Operations and Logistics manager
19. Obtaining work permits for expatriate staff and supporting visa arrangements, etc.
20. Ensuring all staff have WCS or own medical insurance.
21. Processing for INSS and IRPS payments.
22. Supporting attendance monitoring and timesheet management and reporting.

Staff relations

23. Formulating and recommending human resources policies and objectives for Niassa National Reserve on any topic associated with staff relations, rights and responsibilities.
24. Coordinating with management for the development, implementation and review of company safety and emergency protocols.
25. Coordinating with management to communicate human resources policies, procedures, programs, and laws.
26. Recommending employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation. Conducting periodic surveys to measure employee satisfaction and employee engagement.
27. Overseeing performance management systems and reporting including probationary reviews and annual target setting and assessments.
28. Coaching managers in their communication, feedback, recognition, and interaction responsibilities with the employees who report to them.
29. Conducting investigations when employee complaints or concerns are brought forth. Advising and supporting managers and supervisors in the progressive discipline system.
30. Monitoring the implementation of a performance improvement process with non-performing employees.
31. Reviewing management recommendations for employment terminations and preparing the paperwork.
32. Reviewing employee appeals through the company complaint procedure.
33. Liaising with union representatives.
34. Liaising legal counsel on legal proceedings related to staff.

Compensation and Benefits

35. Reviewing, with management and WCS HR colleagues, the salary structure, benefits and pay policies.
36. Liaising with the Finance Director for payroll Management
37. Liaising with management to have competitive market research conducted to establish pay and benefits practices that help to recruit and retain the best staff.
38. Orienting staff on pay and benefits policy.
39. Monitoring pay practices and systems for effectiveness and cost containment.
40. Develop NNR camp staff housing scheme in coordination with Operations and Logistics Manager
41. With NNR management and (Sub-)department heads determine housing needs by department, job grade and other entitlements
42. Develop plan for housing staff by departments and job grades
43. Develop plan/rules/guidelines on other aspects of camp living by job grade (e.g. entitlements to bottled water, use of gym, use of vehicles outside office hours, etc).

The Human Resources Manager assumes other responsibilities as assigned by the Program Director for Niassa National Reserve.

Core Competencies, Education and Experience

1. Knowledge of, and more than 5 years of progressive leadership experience, in employment law, compensation, organizational planning, recruitment, organization development, employee relations, safety, employee engagement, and employee development.
2. Minimum of a Bachelor's degree or equivalent in Human Resources, Business, or Organization Development.
3. Better than average written and spoken communication skills.
4. Outstanding interpersonal relationship building and employee coaching skills.
5. Demonstrated ability to lead and develop human resources (sub-)department staff members.
6. Excellent computer skills. Must include knowledge of MS Excel and skills in Human Resources Information Systems (HRIS).
7. General knowledge of various employment laws and practices and experience working with Mozambique labour law lawyers.
8. Experience in the administration of benefits and compensation programs and other Human Resources recognition and engagement programs and processes.
9. Evidence of the ability to practice and coach organization managers in staff performance management.
10. Excellent organizational management skills.
11. Demonstrated ability to independently initiate, structure, negotiate and manage complex agreements, and to resolve complex issues that involve multiple program areas.
12. Active affiliation with appropriate Human Resources networks.
13. Fluency in Portuguese required; local languages of Niassa, Yao, Makua and Swahili, highly desired; English useful.
14. Excellent presentation and written/oral communication skills.
15. Flexibility, optimism, good humour, passion for excellence, self-motivated to achieve a collective purpose.