

## Detailed Role Description

Job Title	Human Resource Coordinator
Department	People and Culture
Reports to	People and Culture Director
Location	On Site - Mzuzu, Malawi
Role Profile	Early -Mid-level professional

### Role Purpose

The Human Resource (HR) Coordinator will be a conceptual thinker with fantastic organizational and time management skills, strong problem-solving and decision-making skills with a strong ability to cultivate productive people-employee relationships. The HR Coordinator will collaborate with the People and Culture Director in deploying comprehensive human resource development strategies enhancing the employee life cycle across Emerge Livelihoods including gender inclusive recruitment and retention, onboarding and offboarding, coordinating benefits, health and well-being, policy development and best practices in incorporating the core values across the organizational culture.

The HR Coordinator will play a crucial role in maintaining Emerge Livelihoods human resource development records ensuring compliance with regulations both at national and global level.

### Scope of Responsibilities

#### Role Responsibility 1: Overall management and Governance

- Co-create and Co-develop human resource development strategies supporting long term planning across all Human Resource functions and frameworks
- Deploy a Human Resource Information system (HRIS) and ensure proper documentation including personnel filing system and performance and productivity tracking in compliance with regulatory bodies
- Forecast staffing needs and work with the Senior Management team in recommending staffing structures and needs to full deliver at national level and beyond
- Contribute in reviewing and analyzing compensation and remuneration reviews including cost of living allowance, formulating and implementing employee benefit schemes and review periodically to ensure alignment with best practices
- Provide the required human resource information with relevant budget holders to coordinate preparation of annual human resources budgets
- Facilitate staff insurance and medical insurance issues and provide all the required information to Senior Management for review and resource allocation
- Participating in the People and Culture strategic goal setting, meetings, training webinars and other related events

## Role Responsibility 2: Talent Development and Employee relations

### Key tasks:

- Collaborate with the People and Culture Director in all staff, casual and consultant recruitment processes ranging from drafting advertisements, roles and responsibilities, screening of applications, interview call letters and coordination of interviews, disbursement of resource allocation for interview participants, evaluation and documentation of processes and costs of recruitments.
- Lead onboarding and offboarding including induction and exit formalities, debriefing as applicable, maintaining HR calendar, timely renewal of staff contracts, probation confirmation and other processes and procedures.
- Keeping up to date any emerging trends in talent development and employee relations aligned with national labour laws.

## Role Responsibility 3: Staff Performance Management and Accountability

### Key tasks:

- Contribute towards strengthening collaboration and coordination within teams and across all teams, maintaining and ensuring constructive communications, build team morale within individual teams and within the whole organisation, contribute to a positive working environment.
- Facilitate and ensure that performance reviews are conducted regularly on a quarterly and biannual basis by supervisors, providing training and advice of the D2P approach (Digitalization, Production and Performance) in performance management
- Support management teams in the D2P annual goal setting and provide confidential performance coaching to managers and staff regarding work related challenges
- Ensure compliance to the Emerge Livelihoods People and Culture Strategy and HR best practices and standards

## Role Responsibility 4: Staff Development Fund (SDF) Management

### Key tasks:

- Provide guidance to all staff in completing plans for capacity building and formulating the annual capacity building and training calendar
- Provide support to program plans and assessments for capacity building of partners including human resource policies, skills assessments and human resource planning.
- Oversee and provide recommendations for the resource allocation from the staff development fund in collaboration with the SDF committee
- Develop and maintain records for personnel benefiting from the Staff Development Fund and share case studies with key stakeholders
- Facilitate implementation of the key strategic priorities and initiatives under people and culture including health and well-being, staff engagement and growth, supporting team behaviors, collaborative and transformative leadership

## Role Responsibility 5: Strategy, Learning and organizational culture change

### Key Tasks:

- Champion an organizational culture shift from a focus on data being primarily for donor reporting or indicator calculation purposes, to a focus on using data for organizational development correction and other decision making.
- Champion an organizational culture shift to increase respect for and use of employee feedback, contextual analysis, environmental analysis and gender analysis.
- Suggest greater sharing and use of gender centric monitoring data, feedback, context analysis and lessons learnt within and across Emerge Livelihoods key sectors including by contributing to strategic human resource development and design, to ensure that human resource interventions are responsive to the needs of clients and are informed by a sound understanding of the context.
- Ensure consistency of indicators across departmental units, with the goal of developing systems and procedures that measure organisation wide performance and achievements towards outcomes and strategic commitments.

## Role Responsibility 6: Policy Management and Compliance

### Key Tasks:

- Support in the development and implementation of national specific guidelines for the management of human resources including safeguarding, child protection, gender equality and social inclusion (GESI) in line with the Emerge Livelihoods Strategic Plan 2024-2029 and all relevant organizational policies
- Participate in the review and update of Emerge Livelihoods policies and procedures
- Implement all necessary policies and procedures to ensure that correct procedures are adhered to in human resource delivery (leave records, performance reviews, promotions, transfers, sickness, maintaining confidential documents relating to personnel and human resource matters)
- Comply and adhere with all approved organizational policies and procedures
- Ensure compliance with appropriate health and safety standards and audit requirements

## Person Specification

### **Education and Certifications**

Bachelor's degree in Human Resource management or equivalent. Postgraduate in a relevant discipline is highly preferred. Training in human resource planning and management, leadership development, participatory approaches and methodologies, gender equality and social inclusion, governance, monitoring, evaluation, accountability and learning.

### ***Essential Experience***

- A minimum of 5 years relevant experience in a renowned and reputable organisation preferably in the social/nonprofit sector.
- Experience in national labour laws and HR policies
- Experience in implementing and coordinating monitoring, evaluation and impact assessment systems and processes of human resources are required
- Experience in interviewing potential and existing employees and leaders including facilitation of meetings
- Understanding of the basic standards to ensure data quality
- Familiarity with human resource information systems including personnel data collection platforms
- Experience in monitoring investments targeting diverse personnel for professional development from diverse sources including governments, development agencies, foundations and corporate donors
- Proven experience working with investors and employers at national and international level
- Proven experience in training and staff development, policy design, for mulation and development

### ***Essential Knowledge***

- In-depth understanding of equitable approach to recruitment and talent development
- Sound and up to date knowledge of human resource development concepts, methodologies and techniques including demonstrated commitment to promoting gender equality and social inclusion (GESI) across the organisation and in all program related work
- Sound knowledge of performance management systems and staff retention measurement
- Familiarity with mobile data collection platforms (Kobo Collect, ODK, Survey CTO, Google Forms)
- Sound knowledge in the PESTEL analysis of the environment in which Emerge Livelihoods operations are delivered at both national and community levels
- Thorough understanding of the human resource management cycle, leadership development approaches
- Experience with monitoring and evaluation techniques to assess the quality and effectiveness of human resource strategies for organizational learning.
- Excellent understanding of development partnerships, impact investment, capital raising, donor strategies, government and international relations at national and international level
- Strong insight and knowledge of human resource development methodology and quality assurance

<b><i>Essential Skills</i></b>	<ul style="list-style-type: none"> <li>• Strategic and analytical thinking</li> <li>• Strong leadership and people management</li> <li>• Excellent presentation, communication and negotiation</li> <li>• Networking, influencing and relationship building</li> <li>• Crisis management and conflict resolution</li> <li>• Planning, organisation, time management and coordination</li> <li>• Fluency in written and spoken English and native languages</li> <li>• Digital savvy (Microsoft packages, MEAL digital tools and resources)</li> </ul>
<b><i>Ability</i></b>	<ul style="list-style-type: none"> <li>• Able to work with minimal supervision and stay on task</li> <li>• Able to work under pressure and under strict deadlines</li> <li>• Able to travel frequently</li> </ul>
<b><i>Personalities and Attitudes</i></b>	<ul style="list-style-type: none"> <li>• Highly motivated and creative</li> <li>• A self-starter and accountability centric</li> <li>• Honest and able to foster openness and transparency</li> <li>• Positive minded</li> <li>• Mature and decisive</li> <li>• Diplomatic and collaborative</li> </ul>

### Competency Profile:

[https://docs.google.com/document/d/1\\_WWQzsuAoCGbWWPagKAsJ541F3vKJrRk/edit?usp=sharing&ouid=111620476081380373827&rtpof=true&sd=true](https://docs.google.com/document/d/1_WWQzsuAoCGbWWPagKAsJ541F3vKJrRk/edit?usp=sharing&ouid=111620476081380373827&rtpof=true&sd=true)

## About Emerge Livelihoods

Emerge Livelihoods, formerly known as the Mzuzu Entrepreneur Hub, is a social enterprise that fosters socio-economic growth for communities through transformative solutions that leverage technology and promote inclusivity and collaboration. The core business is set within the broader vision: to champion a thriving ecosystem that amplifies the self-reliance of individuals and communities across Malawi and beyond.

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