

Preliminary Job Information

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| Job Title | HR COORDINATOR |
| Country and Base of posting | IRAQ, BASED IN ERBIL |
| Reports to | HEAD OF MISSION |
| Creation/Replacement | Replacement |
| Duration of Mission | 6 months with the possibility of extension |

General Information on the Mission

Context

Première Urgence Internationale (PUI) is a non-governmental, non-profit, non-political and non-religious international aid organization. Our teams are committed to supporting civilians' victims of marginalization and exclusion, or hit by natural disasters, wars and economic collapses, by answering their fundamental needs. Our aim is to provide emergency relief to uprooted people in order to help them recover their dignity and regain self-sufficiency. The association leads in average 200 projects by year in the following sectors of intervention: food security, health, nutrition, construction and rehabilitation of infrastructures, water, sanitation, hygiene and economic recovery. PUI is providing assistance to around 6 million people in 22 countries – in Africa, Asia, Middle East, Eastern Europe and France.

Iraq has suffered nearly 39 years of conflict and unrest starting with the Iran-Iraq war in the 1980s which lasted for 8 years and resulted in around a million people being killed as well as dealing a significant blow to the Iraqi economy. This was closely followed by the annexing of Kuwait and subsequent First Gulf War in 90s which saw heavy casualties and destruction of the Iraqi infrastructure. The 2003 invasion of Iraq by the US led coalition saw even more upheaval and conflict for this population. After a short period of relative stability between 2009 and 2012, the rise of Islamic State group (ISg) in 2014 and its seizure of, at one point, an estimated 40% of Iraq including Fallujah, Tikrit and Mosul, Iraq saw mass population displacement and the exposure of the people of Iraq to multiple and cumulative acts of violence. The military operation to retake areas under IS control has been officially completed end of 2017, however some pockets of ISg fighters remain active up to this day.

Iraq as a whole has been facing one of the most critical humanitarian crisis of the moment. Starting from 2014, the conflict engendered mass displacements, and left up to this day more than 8.7 million people requiring humanitarian assistance. In the end of 2018, more than 4.1 million people returned to their area of origin, and over 1.8 million are still displaced. In addition, 225,000 Syrian refugees who have been displaced since 2013 are still living in Iraq.

PUI's strategy/position in the country

PUI, present and registered in both Republic of Iraq and Kurdistan Region of Iraq (KRI), is operating in four governorates (Dohuk, Ninewa, Baghdad, and Anbar) and has been responding to the emergency health and WASH needs during the ISg crisis with the aim to be as close as possible to the frontline and be involved in immediate response in accessible areas. Over the crisis, PUI has been positioned as a major health and WASH actor and a first responder in challenging areas with little humanitarian presence. PUI plans to maintain its current health and MHPSS activities in camps as long as the populations are not able to return. Iraq being today in a recovery phase, PUI intends to transition from mobile to static health and MHPSS interventions by supporting existing health facilities. PUI's strategy for the coming months is also to keep developing a better integrated approach, linking health, protection, WASH, shelter and livelihood interventions in areas of return and displacement to ensure that basic needs of the populations are covered, opening the path to social cohesion among the communities.

History of the mission and current programs

PUI has been present in Iraq since 1983. The programming has spanned the sectors of health, WASH, protection, shelter, food security and livelihoods, through an integrated approach, in both urban and rural areas, responding to the changing needs of the local communities.

By 2010, PUI was targeting poor rural villages in Baghdad to help them regain livelihoods and restart agricultural production. Starting from in 2014, PUI has been supporting livelihood projects and promoting access to the job market through Professional Tool Kits and trainings.

As the war in Syria increased in severity the influx of refugees crossing into the Kurdistan Region of Iraq increased. PUI opened a Mission in KRI in 2013 to start to respond to these needs. PUI has been operating in several Syrian and IDPs camps from 2013 to 2017 (Gawilan, Domiz 2, and Bardarash), providing a basic package of health care services complimented by a WaSH response of active hygiene and sanitation watch out. Since 2015, PUI is managing the Primary Health Care Center in Bajet Kandala 1 camp, and is extending its spectrum of intervention to the delivery of Mental Health and Psychosocial Support (MHPSS) services to the camp population.

Due to severe fighting over the first quarter of 2017 in Western Mosul, the Government urged civilians to leave the area, resulting in mass displacements. As a response, several camps opened in the south of Mosul to host these populations, and PUI intervened in Salamiyah 2 camp by providing emergency health care as soon as the IDPs started arriving there in June 2017. To this day, PUI is the sole healthcare actor in Salamiyah 2, providing 24/7 primary healthcare services and emergency stabilization and transfer, along with reproductive health care and MHPSS services.

PUI responded to the crisis by providing additional health care through Mobile Health Teams in Dohuk, Ninewa and Dohuk governorates to be as close as possible from the frontlines. The aim was to provide emergency health and MHPSS care to the people fleeing the conflict areas, and in addition WASH emergency interventions were done in Anbar to provide IDPs through emergency water trucking and implementation of sanitation facilities in transit sites. To this day, PUI is still intervening through a mobile health and mental health approach in Anbar and Ninewa, in areas with few available services.

To allow a shift from emergency to early recovery in areas affected by the conflict, PUI is rehabilitating PHCCs in Ninewa and Anbar, with a focus on BEmONC (Basic Emergency Obstetric and Newborn Care) units and integration of MHPSS services. In addition, PUI is rehabilitating shelters and water treatment plants in Western Anbar, in hard to reach areas where few actors are intervening.

Current Programming:

- Static PHCCs in IDP Camps: management of 2 PHCCs in Bajet Kandala 1 (in Dohuk) and Salamiyah 2 (in Ninewa) camps.
- Health Facilities Rehabilitation: rehabilitation of PHCCs and BEmONC units in Ninewa and Anbar governorates
- Mobile Health and Mental Health Interventions: 6 Mobile Health Teams and 9 MHPSS mobile Teams in Anbar, Ninewa and Baghdad
- Comprehensive MHPSS: integrated into all health activities and comprehensive MHPSS project in East Mosul
- WaSH response out of camp: rehabilitation of water treatment plants in western Anbar
- Shelter response: repairing damaged houses in Anbar
- Education: schools rehabilitations in Ninewa plains

Configuration of the mission

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| BUDGET FOR 2019 | \$10,000,000 |
| BASES | 6 BASES (ERBIL (COORDINATION ONLY), DOHUK, MOSUL, BAGHDAD, RAMADI, HADITHA) |
| NUMBER OF EXPATRIATES | 23 |
| NUMBER OF NATIONAL STAFF | 250+ |
| NUMBER OF CURRENT PROJECTS | 3 |
| MAIN PARTNERS | OFDA , ECHO, CDC, MoH, UN Agencies |
| ACTIVITY SECTORS | Health, MHPSS, WASH, Education and Shelter |
| EXPATRIATE TEAM ON-SITE | Erbil Coordination: Head of Mission; Deputy HoM Programmes; Log Co; Finance Co.; HR Co.; Health Co.; Mission Pharmacist; MEAL Coordinator; WASH and Shelter Co; Grants Officer; Security and Safety Advisor Dohuk/Mosul base: Field Co, 2 PMs, Log Base, Admin Base Central and Southern Iraq: Area Co, Deputy Area Co, MEAL Manager, Admin Manager |

Job Description

Overall objective

Under the supervision of the Head of Mission, the HR Coordinator works in close collaboration with the whole coordination team to;

- ▶ 1. Implement the Human Resources policy in accordance with the PUI strategy and Iraqi labor law
- ▶ 2. Standardize HR procedures and templates
- ▶ 3. Support the administration departments in the bases with any HR matters
- ▶ 4. HR management of the Erbil employees
- ▶ 4. Manage Human Resources issues from Erbil office
- ▶ 5. Ensure the administrative follow-up of expatriate staff

Tasks and Responsibilities

The HR department of the mission was recently fully staffed and is progressively stabilizing itself. One of the objectives is to increase understanding of HR mission-wide and properly train all HR recent newcomers in order to have autonomous HR teams in all bases and be able to work on long-term HR projects. The HR department is at a point where it needs to switch from basic daily support (payroll, recruitments, etc...) to adding more values to activities.

Historically, the level of HR support has been unequal between Northern Iraq and Central and Southern Iraq, further harmonization between would be needed. Internal Staff Regulations were drafted and will be implemented in 2019 but some communication to make sure these are understood by all is crucial. The compensation policy (including but limited to the salary grid) needs to be reviewed.

The overall objective of the position is to guarantee constant, harmonized and efficient human resources support of employees throughout the country as well as developing and rolling out the mission strategy for 2019/2020,

- **HR Policy definition and application:** According to the mission strategy, he/she leads the development of PUI's HR policy in the mission in accordance with the country of operation's relevant legal framework (including tax aspects) and the organization's policies and guidelines (including antifraud, protection, abuse prevention, etc.)
- **Administrative management and processes:** He/she oversees and acts as ultimate reference in the administrative management of national teams as a whole (recruitment, pay, monitoring, evaluation, training, licensing, etc.)
- **Salary grid:** After the implementation of a salary grid in 2016, a follow up and update needs to be done in order to set salaries that make PUI competitive in the attraction of skilled staff and simplify and standardize certain positions. A benchmark study has already taken place, and new salary estimates included in the budgeting for 2018. For the end of 2017, He/She will finalize the revision of the salary grid for 2018.
- **National personnel development:** She/he implements a clear development policy linked to objective setting and builds a plan for training and accompanying to increase the level of employee competencies. The mission objective is to have as many locally hired staff in managerial positions as possible.
- **Ensure the Administrative Follow-up of Expatriates:** He/She will ensure a proper administrative follow up of expatriates (residence, arrival and departure, holidays and attendance...) in collaboration with the HR officer. S/he will support the HoM upon request in issues related to expat HR.

Specific objectives and linked activities

1. HELPING THE DEFINITION AND DEVELOPMENT OF PUI'S HR POLICY APPLICATION

- Define the yearly HR strategy in collaboration with the Head of mission and including input from Base administrators and field coordinators. Ensure its implementation and update if needed.
- He/She will ensure legal compliance with Iraqi and Kurdish laws and regulations by working in close partnership with the contracted lawyer.
- He/she shall collaborate with the Administrative and Financial Coordinator for proper consideration of budgetary constraints.
- He/She makes sure that the rules and procedures are known, understood, and implemented by all team leaders and coordinators, and that they have all tools needed for their application (internal regulations, employment contracts, job profiles, etc.).
- He/She will lead the implementation and be the guarantor of PUI's policies, including specific measures and mechanism for Prevention of Sexual Exploitation and Abuse, Anti Fraud and Corruption Policies and Child Protection, along with the HoM and with the assistance of technical relevant persons for each case if necessary. An institutional code of conduct was published but the HR coordinator (in collaboration with the HoM) will be in charge of rolling it out in the field and adapting it to the local set-up in order to make sure it is fully understood and potential breaches are reported and followed-up appropriately.

2. HUMAN RESOURCES MANAGEMENT OF NATIONAL PERSONNEL AND GENERAL ADMINISTRATIVE FOLLOW-UP

- He/She observes and oversees the actual HR management (recruitment, integration of new employees, functioning of payroll, training, filing)
- He/She will be the direct responsible of the HR management of Erbil base (coordination), supported by the HR officer.
- Provide daily HR support and advice to employees and managers based on the needs and situations faced.
- S/he provides recommendations on his/her observations and work with the coordination team to make the necessary improvements.
- Ensure the fairness and efficiency of the recruitments (regular adjustments of the process based on the needs identified and feedback received, ensure measures are taken to avoid bias in the selection, ensure transparency of the process and appropriate documentation in case of audit)
- He/She will implement a staff complaint, conflict resolution and representation system for labor claims, sensitive HR complaints and overall staff satisfaction.
- He/She will ensure that the Internal Regulations roll out properly and watches for any modifications or updates needed.
- Oversee PUI's yearly registration before the relevant authorities in KRG and CSI in collaboration with the HR officer in Erbil and liaison officer in Bagdad.

3. PROVIDE HR SUPPORT TO THE ADMINISTRATION DEPARTMENTS IN THE BASES

- Check and validate payroll on a monthly basis for all 6 bases
- Check and validate all recruitments for all 6 bases before new employees are hired
- Provide technical support to base administrators on HR matters (including but not limited to: sensitive cases, situation that does not fall under any of our procedures...) and ensure a harmonized and fair treatment of employees mission-wide.
- Take over base HR management in the absence of a local HR team or admin manager.
- Assess the implementation of the different HR measures and policies at mission level, ensuring feedback and adjusting when required.
- Review and assess all promotion requests and salary upgrade requests in order to guarantee their fairness and assess budget availability along with finance department.
- Ensure the information sharing and coordination within the HR department mission-wide
- Train newcomers of HR team in collaboration with the admin manager (if any)
- Travel to bases to provide in-person HR support when required

4. NATIONAL PERSONEL DEVELOPMENT

- Keep the medium- to long-term HR development policy for locally hired employees active and updated.
- Ensure that managers know how to properly conduct appraisals by briefing them and providing support whenever needed. Support admin managers if needed on the follow-up of performance appraisals.
- In close cooperation with the managers, follow-up on the capacity building and professional development of locally hired staff gradually incorporated into managerial positions within the mission.
- Train managers on performance appraisal and help them identify development actions for their team members.
- Coordinate and support in the organization of all the training efforts within the mission, internal or external, identifying and liaising with providers, searching for training opportunities and markets, helping in the practical organization of interbase trainings and assessing and trying to respond to training needs and requirements within the financial and strategic limitations of the mission.
- Ensure consistency between the training efforts and the operational needs.

5. ADMINISTRATIVE FOLLOW UP OF EXPATRIATE STAFF

- Oversee the issuance of all Visas in KRG (process managed by HR officer),
- Oversee visa process for expatriates: communicate new visa / extension requests to liaison officer in Baghdad (under the admin manager's daily supervision) and manage visa-related issue. Seek support from relevant partners (NCCI, DNGO, lawyer, liaison officer etc...) to stay up to date on visa-associated regulations and ensure appropriate visa management for current and future expatriates.
- Ensure the arrival arrangements for expatriates (accommodation, airport pick-up, briefings etc...) in collaboration with logistics and head of mission.
- Ensure the per diem and travel allowance calculation for expatriates
- Linked with HQ, ensure the leaves request follow up for expatriate as well as flight booking for 6/12 month breaks. Under the management and upon request of HoM, support communication between the mission and HQ regarding expat contracts and other technical HR aspects of the mission functioning and organization.

Focus on 3 priority activities related to the context of the mission

- ▶ Ensure HR readiness of the mission for the new projects: on-time and on-quality staffing of the teams, ensure our HR policies are relevant to the set-up our teams will work in, make sure the set-up is relevant to the operations etc.
- ▶ Roll-out new 2019 internal staff regulations and Code of conduct: communicate and train all employees on them. Adopt a user-friendly approach to make sure they are fully understood by base HRs, managers and employees.
- ▶ Update the salary grid and the compensation policy to make them more competitive, more relevant to our current set-up and integrate the new positions that have emerged recently.

Team supervision

Number of persons to manage and their position (expatriate personnel / national):

- ▶ Direct management: 1 HR Officer
- ▶ Indirect management: 2 Admin Managers (expatriate) / 2 Admin Manager (national)

This position is managed by:

- ▶ Line management: Head of Mission

Required Profile

Required knowledge and skills

| | REQUIRED | DESIRABLE |
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| TRAINING | Bachelor/Master degree in HR management or other relevant qualification | - Project management |
| PROFESSIONAL EXPERIENCE <ul style="list-style-type: none"> ▶ Humanitarian ▶ International ▶ Technical | At least 2 years X At least 2 years | - Previous experience in HR or administration related positions at coordination level. - Capacity building and staff training |
| KNOWLEDGE AND SKILLS | -Team management -Capacity building | Labor law Recruitment Capacity building / staff development Administrative management Database salary management |
| LANGUAGES <ul style="list-style-type: none"> ▶ French ▶ English ▶ Arabic | X | X X |
| SOFTWARE <ul style="list-style-type: none"> ▶ Pack Office (excel) ▶ Other (please specify) | X | |

Required Personal Characteristics (fitting into the team, suitability for the job and assignment)

- ▶ Ability to work independently, take the initiative and take responsibility
- ▶ Resilience to stress
- ▶ Diplomacy and open-mindedness
- ▶ Good analytical skills
- ▶ Organization and ability to manage priorities
- ▶ Proactive approach to making proposals and identifying solutions
- ▶ Ability to work and manage professionally and maturely
- ▶ Ability to integrate into the local environment, taking account of its political, economic and historical characteristics

Other

- ▶ Mobility: Extensive travel required within Iraq, with the possibility of regional travelling.

Conditions

Status

- ▶ **EMPLOYED** with a Fixed-Term Contract

Compensation

- ▶ **MONTHLY GROSS INCOME**: from 2 200 up to 2 530 Euros depending on the experience in International Solidarity + 50 Euros per semester seniority with PUI

Benefits

- ▶ **COST COVERED**: Round-trip transportation to and from home / mission, visas, vaccines...
- ▶ **INSURANCE** including medical coverage and complementary healthcare, 24/24 assistance and repatriation
- ▶ **HOUSING** in collective accommodation
- ▶ **DAILY LIVING EXPENSES** « Per diem »
- ▶ **BREAK POLICY** : 5 working days at 3 and 9 months + break allowance
- ▶ **PAID LEAVES POLICY** : 5 weeks of paid leaves per year + return ticket every 6 months