**Head of HR and Recruitment**

**MSF India Branch Office**

**Background**

MSF is an international, independent, medical humanitarian organization that intervenes in emergencies and crises, to relieve human suffering from unmet medical needs and to create a space for humanity. MSF works to provoke a social and political response that meets the essential needs, and respects and protects the dignity, of people in danger. MSF strives to innovate and incite change through its medical action, its “témoignage” and its active reflection on the situation of populations in danger. Respecting its Charter and shared principles, MSF is an independent movement of citizen associations that are integrated and open to their societies. In a spirit of volunteerism, acting in proximity to and in solidarity with assisted peoples, MSF’s members adhere to humanitarian principles and respect for medical ethics.

MSF has worked in India since 1999, providing free-of-charge essential healthcare to people in remote areas, and specialist care for people affected by HIV/AIDS, malnutrition, hepatitis C, tuberculosis, kala azar and sexual and gender-based violence. MSF currently run projects in the states of Andhra Pradesh, Bihar, Chhattisgarh, Delhi, Jammu and Kashmir, Jharkhand, Maharashtra, Manipur, Telangana and Uttar Pradesh.

MSF has projects in more than 70 countries. MSF India is one of 29 institutional offices pooling funding, expertise and staff for MSF field operations worldwide.

MSF was awarded the Indira Gandhi Prize for Peace, Disarmament and Development in 1996 and the Nobel Peace Prize in 1999.

MSF India is a people-focused humanitarian organization that offers a diverse, collaborative, and inclusive work environment. We believe this approach enhances our work and we’re committed to equity in employment. We embrace diverse backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

Médecins Sans Frontieres, as a responsible employer, invites persons with disability, with an interest in the humanitarian area to apply for the above-mentioned position.

MSF India is one of 29 offices and operational centres in Europe, America, Asia and Australasia. MSF India has the following key objectives in support of field operations: the recruitment of skilled medical and non-medical staff, the raising of vital funds, running the GHHM Course and organising an annual Asia Scientific Day.

**Job details**

**Position :** Head of Human Resources & Recruitment (HoHR)

**Function :** MT (Management Team)

**Department :** HR/Recruitment

**Reporting to :** General Director

**MSF India’s Human Resources Department**

The HR Function is responsible for attracting, selecting, developing and retaining high-quality medical and non-medical staff for MSF operations and for the MSF India office.

The activities of the department focus on two main areas:

1. Recruitment, placement and career management of field staff to MSF's field operations worldwide. This includes the sourcing of staff profiles required for field operations, active recruitment, selection, development, retention and all related administrative aspects.
2. HR management for the MSF India office in New Delhi. This includes HR planning, recruitment, contracting, compensation and benefits, staff development and retention, HR policy development, management and all related administrative aspects.

In addition, the department plays an increasingly active role in the MSF Operational Centre Amsterdam (OCA) partnership of which MSF India is a member. MSF India is responsible for implementing the staff goal as defined in OCA's Strategic Plan. Last, but not least, the Head of HR is a member of the international MSF HR community, where wider HR discussions take place and where the overall MSF HR agenda is set. The Head of HR is also a part of the MSF India Branch Office Management team and plays a significant role in the overall development of the office.

1. **JOB PURPOSE**

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| To manage and lead the India human resources function across both the India Branch Office and the field (international field volunteers for South Asian region).  To lead and ensure the development and implementation of HR strategies and policies for the resourcing of MSF India Branch Office and volunteers for South Asia region.  To lead on the delivery of a high quality effective human resources service at the centre of the movement and organisation. To work with the HR team to develop, coordinate and implement relevant HR activities for all staff and across the organisation.   * To oversee and lead the HR function across both office and field, with a special focus on the field function. * To oversee and lead the Learning and Development function, with a focus on regionalization. * As a member of the Management Team, contribute to the overall management and development of MSF India Branch Office, including participating in developing key plans and decisions that are being taken for the Office and contribute towards MSF India Strategic Plan. * As a member of the senior MSF-OCA HR Platform, work on implementing a long term HRM strategy on the basis of operational needs and strategic ambitions for OCA (Operations Centre Amsterdam) and drive the implementation of the staff and support goals that will be defined in the Strategic Plan for the period 2020-2023.   Matters related to office HR will be the primary responsibility of the HR Manager Office. The Head of HR has overall accountability, to ensure the integration of office HR with field HR and advises the General Director on all people management issues for MSF India Branch Office. The Head of HR is responsible for leading MSF India’s considerable contribution to the wider MSF movement. |

1. **ORGANISATIONAL CHART**

General Director

Head of HR & Recruitment

Deputy Head

of HR (International HR)

Office HR

Manager

OCA HR Implementation

Specialist

Psycho Social

Officer

1. **KEY ACCOUNTABILITIES**

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| **Expected End Results** | **Supporting Activities** |
| Responsible for the **steering and management** of :   * International HR : Recruitment and placement of international field staff in South Asia * Office HR : Manage human resources for the MSF India Branch Office and * As an MT member:Contribution to the overall performance of MSF India Branch Office. | **INTERNATIONAL FIELD HR**   1. Steering the international field staff recruitment and managing the team in South Asia 2. Ensures that the staffing of MSF’s field programmes remains at the core of the department’s activities and pays special attention to all issues related to field HR 3. Ensures that MSF India develops and implements strategies to strengthen the access of the MSF movement to skilled and committed staff that meet the field’s needs from the region. 4. Acts as MSF India’s first line of contact for field emergencies involving staff, including being on-call and potentially acts as a crisis team member in the event of an emergency 5. Ensures the availability of excellent support structures to field staff, including psycho-social care   **OFFICE HR**   1. Improvement of an effective and efficient HR back-office 2. Enhances quality, effectiveness and efficiency of the HR support delivered to the organisation 3. Leads the HR department and its staff and is responsible for the integral people management in the department, ensuring that the HR department is fit for purpose and functions to maximum potential 4. Responsible for the people agenda in the Management Team, advising on relevant developments and ensuring sufficient attention for all people management issues 5. Development and implementation of learning & development strategy and plan for the MSF India Branch Office and its implementation in the respective team. Encourages on-going relevant professional development of all HR staff in line with strategic objectives 6. Development, implementation and maintenance of required policies and procedures for the HR functions of the MSF India Branch Office 7. Ensures all HR and recruitment policies are compliant with legal requirements and ensures that the organisation is kept up-to-date in relation to Indian employment law 8. Understands and responds to the ever changing employment and legal landscape, analyses internal and external trends in HRM, and where appropriate, translates findings into action points 9. Ensures the availability of a reliable HR information system, taking into account movement-wide developments, and the provision of relevant and accurate HR metrics 10. Creates a positive working culture that maximises staff engagement and ensures the provision of appropriate care and well-being measures 11. Leads in the development of new tools and innovative HR and recruitment approaches 12. Is the Management Team focal point for Health & Safety, ensures that MSF India is a responsible employer and that the duty of care to staff, especially in the field, is incorporated into all HR activities 13. Ultimately responsible for selection of and relations with key suppliers, external partners and relevant stakeholders 14. Supports the GD with a good collaboration with the board of Directors and SARA (South Asia Regional Association)   **AS AN MT MEMBER**   1. The HoHR heads the HR department of the MSF India Branch Office (as per policies of the MSF India Branch Office). 2. As a member of the Management Team of the MSF India Branch Office, provides advice regarding internal and external HR issues of the MSF India Branch Office and its overall performance. 3. Supports other colleagues of the MT in peer review of planning, reporting and discussion. |
| Responsible for the support to the development, implementation and monitoring of a **multi-year strategic HR and recruitment plan, its translation in annual plans and budgets** together with the management team and in synergy with the Operational Centre Amsterdam (OCA). | 1. Develops and proposes annually approved yearly strategic objectives and plans for the internal HR and international (regional) recruitment functions of MSF India, as well as the long-term strategic plan. 2. Responsible for the coherence and alignment between the HR functions of MSF India and the HR functions with other MSF actors in India, the OCA group and/or the MSF movement. 3. Plans, implements, monitors and respects the yearly planning and budget. 4. Reporting as per Control Cycle 5. Monitors opportunities and deficiencies in the relevant segments of the South Asian labour market 6. Responsible for the coordination and support of recruitment for the MSF India operational offices, Compliance Accounting and Legal Unit and the Access Campaign |
| Responsible for the **internal and external representation** of MSF India. | 1. Maintains effective internal and external networks, both within HR and cross-functional, representing MSF India in general and the HR department in particular 2. Builds and maintains active working relationships with other MSF sections both inside and outside the OCA group. 3. Supports the creation and establishment of the specific identity and recognition of MSF India within the MSF movement. 4. Represents MSF India in relevant MSF internal meetings (participation in relevant MSF OCA and MSF international platforms) 5. Represents MSF in India at various HR events and conferences. 6. Establishes and maintains external relationships with relevant (medical) stakeholders (universities, colleges, etc.) and HR networks in India and South Asia and promotes and raises awareness about (working for) MSF. |
| Responsible for following up of **major MSF international dossiers as** assigned. | 1. Part of the MSF-OCA HoHR Platform which provides a framework for effective collaboration and decision-making across OCA’s (primary) partnership in relation to the HRM function at management level. Contributes to the development of the people agenda in MSF, through involvement in the design, development, implementation and evaluation of a movement-wide HR framework 2. Works together to achieve the staff related objectives from the OCA Strategic Plan, including contribution towards the creation of the strategic plan for 2020-2023 3. Takes individual ownership of the implementation of specific OCA Strategic Plan activities 4. Works at a strategic level both in South Asia and internationally to lead the implementation of global HR projects |

1. **KEY DIMENSIONS**

**Financial Dimensions**

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| * Responsible for budget as per annual plan, which is approximately INR 4 crores for 2020 |

**Other Dimensions**

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| * Direct supervision of 3 staff + 1 consultant and leads the HR team of 16 FTEs and a staff strength of   40 FTEs in Office (including hosting departments of Compliance Accounting and Legal Unit and  Access Campaign.   * Responsible for the placement of 185 international field volunteers (annually reviewed) |

1. **Key Performance Indicators**

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| * Recruitment and placement of international volunteers as per annual plan * 100% implementation of agreed HR policies in the MSF India Branch Office * Participation in MSF international HR platforms as per agreement |

1. **Key Interactions**

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| * General Director * Members of the Management Team * India Operations * Access Campaign * Compliance Accounting Legal Unit * South Asian Regional Association * Relevant platform in the OCA group * Relevant platforms in the MSF movement * Relevant organisations in India |

1. **Other Indicative Requirements**

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| **Educational Qualifications** | * Masters degree in management or equivalent field from a reputed institute |
| **Relevant Experience** | * 7 years extensive work experience in management position * International work experience essential for the role ( preference will be given to MSF international experience) |
| **Other requirements** | * Proven ability to lead, develop and build a team, through delegation, empowerment, and coaching * Strategic minded and results oriented * Experience of developing and influencing strategy at a senior level in an international organisation * Proven strong leadership skills and the ability to inspire others in order to achieve and deliver high performance * Ability to work in partnership with a wide range of colleagues and being part of an international HR platform * MSF field experience as a Coordinator/Manager is desirable. * Excellent interpersonal and team-working skills * Ability to work in a fast paced, unpredictable and demanding environment * Able to develop clear, written (strategic) plans * A good knowledge of the Indian and South Asian recruitment context or the willingness to learn * Fluent in written and spoken English. Additional regional languages, a plus. * High level of integrity and sound judgement. * Willingness to travel significantly * Service orientation (level 4) * Strategic Vision ( level 4) * Planning and Organizing (level 4) * People Management and development( level 4) * Commitment to MSF Principles (level 4) |

**END**