

## Job Specification: HR and Administration Manager

Department:	Programmes
Scale:	PSM 4
Line managed by:	Country Director
Responsible for line managing:	Local HR Team
Location:	Northeast Syria (with travel between all bases and operational base in Erbil)

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**MAG's Vision** is a world in which everyone can live free from the enduring and devastating consequences of armed violence, conflict and their legacy. People will live in communities where their rights are upheld, with dignity and choice and free from fear from mines, explosive remnants of war (ERW) and the impact of small arms and light weapons and ammunition.

**MAG's Mission** is to save lives, ease suffering and enable sustainable development by limiting the causes and addressing the consequences of armed violence and conflict so people can live with dignity and choice, free from fear. We will use our core skills and distinctive competence to save lives through the removal of mines and ERW, and reduce the impact of small arms, light weapons and ammunition on people and communities. How we do this is as important as what we do – we work primarily with and for communities, for us 'it's all about people'.

**MAG's Values:** Our values come to life through our actions, every day. How we act has an impact on others. As someone who works at MAG, you can help to create a positive culture by demonstrating our values through your own behaviour and actions. Everyone has a role to play in shaping our culture. Everyone should understand our values and is encouraged to think how they are relevant to their individual role.

**DETERMINED** - we work with purpose.

**EXPERT** - through excellence and expertise we build trust.

**INTEGRITY** - we strive to do the right thing.

**COMPASSION** - people come first in everything we do.

**INCLUSIVE** - we are inclusive, and we value diversity.

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### Job Purpose:

- Provide HR Management support to the country SMT to ensure a strategic approach to HR issues, promoting good management practice, and strengthening HR capacity throughout the programme.
- Develop, monitor and review national staff HR framework to ensure legal compliance and best practice within the country programme.
- Develop management capacity and understanding of HR and people management issues to ensure sustainable HR frameworks, improve employee relations and enhance job performance and productivity.

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### Job Description

#### Statutory and HR Compliance

- Develop, implement and monitor effective HR strategies in line with MAG's national staff HR framework and compliance framework.



- Ensure that HR Handbooks and contractual documentation are compliant and implemented in line with legal requirements.
- Design, develop and review the remuneration policies for national staff to ensure compliant, competitive and cost-effective salaries and benefits package are in place.
- Monitor statutory and legal requirements for Syria and ensure that MAG's status in country remains compliant.
- Engage with NGO workings groups on HR issues to ensure awareness and compliance with current issues and common practice in the sector and where relevant statutory and legal requirements

#### **Operational HR**

- Provide general HR Management support to the country SMT in dealing with a wide range of national and international staff issues.
- Provide advice to managers on complicated staff management issues including discipline and grievance procedures, staff absence, performance management, etc.
- Follow up on all local staff contractual status, and ensure appropriate and timely actions for new and renewals of contracts, promotions, and within-grade increments.
- Manage and review the monthly leave tracking and payroll reporting cycle for national staff to ensure that any issues are flagged and followed up on a timely basis, and payroll deadlines are met
- In conjunction with the HRC and HRO, manage the nominal roll and staff database review process to ensure that any changes are updated on a timely basis.
- Ensure monthly reporting mechanisms for national staff HR are circulated as relevant including recruitment, leave and operational staffing gaps.
- Develop and manage the implementation, monitoring and review of national staff HR policies, procedures and tools ensuring they are effective, efficient and consistent with good practice, cultural norms and legal requirements; including resourcing, induction, performance management, safeguarding and employee relations.
- Work with HR colleagues in the UK to ensure that HR support to the programme is coordinated.
- Work with the UK People and Culture Team to ensure that MAG's Safeguarding Framework and associated initiatives are implemented and ensure safeguarding standards are integrated into the relevant HR processes.

#### **Function Development & Capacity Building**

- Work with the SMT to design and roll out the expansion of the HR function, including identification of gaps, and developing a plan for roles and responsibilities across operational bases.
- Feed into the development of HR Database systems, in conjunction with SMT and in coordination with MAG Iraq programme to ensure regional standardisation.
- Manage and support the performance and development of national HR staff to develop capacity and ensure the provision of an efficient and effective HR function within the programme
- Ensure HR information systems, processes and HR administrative procedures are developed and maintained
- Through the provision of advice, guidance and coaching, develop management skills to ensure that line managers are able to deal with all aspects of people management including performance, disciplinary and grievance management, legal compliance and the implementation of policies and procedures.
- Ensure that HR considerations (including legal, contractual and resourcing) are integrated into business development planning processes.
- Contribute to the maintenance of MAG's global national staff HR framework and toolkit.
- Work closely with the HQ HR team on contributing to strategy, policy and projects.

#### **Administration**

- Review the International Staff Leave Tracker on a monthly basis to ensure that leave is recorded appropriately, circulate this around the international staff members and submit to HQ HR on a timely basis.
- Standardise, develop and maintain robust and efficient administrative processes for MAG's programme



- Ensure good communication and coordination between support and technical teams, ensuring administrative systems and procedures effectively support operations
- Coordinate with MAG Iraq team to ensure that all expatriate staff obtain relevant registration, entry permit and residence visas.
- Provide leadership and supervision to the HR and administrative team ensure that the department achieves its key result areas.
- Support department staff to develop in their roles and work towards continual improvement.
- Liaise with MAG UK HR to ensure that all insurance cases are managed efficiently
- Other duties as directed, in accordance with the MAG Syria program's requirements.

**All staff are expected to undertake the following general duties:**

- Work within the framework of MAG's core values, promoting its ethos and mission statement.
- Work towards achieving programme and/or department business plan objectives
- Ensure familiarity with and adhere to all MAG policies and procedures and keep informed of MAG activities
- Undertake and apply learning from appropriate training and development programmes.
- Undertake role in developing countries and areas in conflict where standards of living may be basic.
- Undertake the role in a manner appropriate to the cultural context and within the local legal framework.
- Understand and uphold the standards outlined in MAG's Safeguarding Framework, acting with due care and attention to safeguard the wellbeing of anyone that comes into contact with MAG's work and reporting concerns if they do arise.

This is a non-contractual document that can be varied from time to time as circumstances dictate. This job description is intended to summarize the main duties and responsibilities of the post; this is not intended to be a full and exhaustive list of tasks. All MAG staff are expected to demonstrate flexibility and willingness to perform appropriate tasks when the need arises.

Some Job Descriptions may be supplemented by specific Terms of Reference

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**Person Specification**

**Essential Experience**

- Experience of managing and delivering HR services in an international NGO
- Experience of developing and implementing effective HR policies, procedures, and projects
- Evidence of applying knowledge of national labour law to develop HR frameworks in a variety of different country contexts
- Experience of providing a broad range of high-quality HR policy advice and dealing with complex employee relations issues

**Essential Skills and Knowledge**

- Working knowledge of HR issues involved in delivering legally and contractually compliant programmes
- Strong organisational skills with the ability to develop systems and tools
- Ability to communicate and influence across cultures with clarity and credibility both verbally and in writing
- Demonstrable ability to develop strong working relationships with colleagues from different functions and cultures
- Ability to lead, manage, motivate and develop a team
- Excellent attention to detail
- Good literacy, numeracy and IT skills

**Essential Aptitude**

- Highly self-motivated and able to work autonomously, take initiative and make decisions
- Ability to prioritise competing demands and manage multiple responsibilities across country programmes
- Innovative, creative and proactive with an analytical and solution-oriented approach



- Commitment to MAG's strategic direction and core values.

#### Qualifications

- Membership of Chartered Institute of Personnel and Development (or equivalent)

#### Desirable

- Experience of working overseas in post conflict countries or insecure environments
- Experience of working in the Middle East
- Fluency in Kurdish and/or Arabic

Signed employee:	Date:
Signed manager:	Date:

December 2024