

Job Specification: Human Resources Manager (Programmes) - Asia Pacific Portfolio

Department:	People and Culture
Scale:	UK 4
Line managed by:	Head of Human Resources
Responsible for line managing:	HR Officer
Location:	UK

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.

Job Purpose:

- Act as a business partner to the Regional Director AP, Senior Managers in Country (SMiCs) and other senior managers to support complex people management issues and change processes.
- Manage and deliver high quality and effective operational HR services and professional advice across a variety employment contexts and legal frameworks in the Asia Pacific (AP) region.
- Guide, coach, mentor and support local HR Managers and HR teams to develop their capability and capacity to deliver in-country HR services and initiatives aligned to the People and Culture Strategy.
- Develop HR policies, projects and initiatives that support MAG staff and programmes and are aligned with MAG's vision, mission, values and People and Culture Strategy.

Job Description

Operational HR services and advice

- Manage the delivery of a comprehensive operational HR service for UK contracted employees in MAG programmes in AP – Cambodia, Laos, Vietnam, Sri Lanka, Myanmar, Papua New Guinea.
- Guide, support and coach managers to manage and resolve complex / high-risk 'people' issues – including Safeguarding related - to reduce risk and liability.
- Ensure that complex insurance cases following illness or accident are effectively managed, monitoring patient care and liaising with MAG's insurance brokers and medical assistance company as necessary.



- Lead the HR contribution to proposals and bids
- Ensure pay and compensation issues related to a globally mobile, expatriate workforce are effectively managed to reduce risk related to tax and social security.
- Manage the monthly payroll process ensuring that data is correctly input and liaising with the Corporate Finance department as required.
- Conduct induction activities with new staff, focussing on new managers.
- Working with the Head to Talent, and through management of the HR Officer, deliver an effective and efficient recruitment, selection and deployment service for UK contracted roles in the portfolio.
- Provide managers in the region with expert guidance, coaching, support and advice relating to all other aspects of the management of employees, reducing organisational and legal risks, ensuring regulatory compliance, and supporting MAG's culture and values.

Policy and Project Development

Working with the Head of HR and other HR Managers, contribute to:

- The development and implementation of HR policies and procedures that are in accordance with employment legislation, MAG's culture, vision and values, are efficient and good practise and meet operational requirements.
- Updating and implementing employment contracts and handbooks to ensure compliance with all relevant legislation and current policy.
- Planning, developing and implementing strategic HR projects and initiatives in support of MAG staff, programmes and the MAG People and Culture Strategy, with specific focus on EDI.

Locally Contracted Staff Employment Frameworks

- Working with in-country HR Teams, support the continual improvement of effective local HR Frameworks, ensuring an effective and consistent approach to local staff management in line with MAG's culture, vision, values and People and Culture Strategy.
- Work with SMiCs to ensure the ongoing development of effective in-country HR functions and capacity.
- Support and coach local HR Managers and their teams to develop capability.
- Work with SMiCs and local HR teams to ensure local staff are managed in line with statutory regulations and MAG standards. Monitor compliance with relevant labour codes and local norms, identifying and mitigating risk.
- Develop and implement HR frameworks for new programme or project locations, researching legal requirements, developing terms and conditions of employment and analysing compliance, risk and liability.
- Work with SMiCs to ensure the efficiency and effectiveness of local organisational structures to meet operational requirements. Work with local HR colleagues to ensure the success of any change processes necessary due to upscaling or downscaling.
- Ensure reward frameworks are efficient and effective, supporting regular review and benchmarking and implementation of any changes.
- Conduct programme visits to provide support to in-country HR functions; monitor compliance with statutory regulations, consolidate a global approach to HR management and support the implementation of projects aligned to MAG's People and Culture Strategy.
- Work with MAG's Safeguarding Lead to provide support and advice to country programmes on MAG's Safeguarding Framework including policy implementation and case management as necessary.
- Working alongside MAG's EDI Manager, ensure that EDI considerations are embedded in all local HR operations, projects, policies and initiatives.

Management / General

- Manage and motivate departmental staff to perform to a high standard, conducting appraisal meetings in line with MAG policy and agree and review progress towards individual targets on a regular basis.
- Contribute to the departmental annual business plan and report quarterly on progress towards the achievement of objectives.
- Provide cover for the other HR Managers where required.
- Ensure that HR considerations (including legal, contractual and resourcing) are integrated into business development planning processes.
- Ensure that all activities are undertaken in accordance with MAG's quality management system and monitor compliance as appropriate.



- Ensure MAG's standards related to data protection and confidentiality are followed at all times.
- Act as a champion of MAG's values, including the Policy on Personal Conduct and other Safeguarding policies, ensuring MAG maintains an environment and culture of reporting and appropriate action.
- Support and promote staff welfare, safeguarding, health and safety and security.

All HQ 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
- Travel overseas, sometimes to developing countries and areas in conflict, as and when required
- 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.

Person Specification

Essential Experience

- Demonstrable track record of managing and delivering HR services in an international setting
- Experience of line management and supporting others
- Experience of supporting managers to resolve a wide range of complex employee relations issues
- Experience of developing and implementing HR policy and procedures
- Experience of coaching and/or mentoring HR professionals to improve capability
- An up-to-date knowledge of HR and Safeguarding issues

Essential Skills and Knowledge

- Ability to manage, motivate and develop a team
- Strong working knowledge of employment law and the ability to interpret and apply legislation to organisational policy
- Strong organisational skills with the ability to develop and implement robust systems
- The ability to communicate and influence with clarity and credibility on paper and face-to-face
- Demonstrable ability to develop and maintain excellent working relationships at all levels often remotely
- Project management skills, and the ability to develop and deliver new initiatives that add value

Essential Aptitude

- Ability to demonstrate leadership and model best practice in people management
- Ability to demonstrate initiative, be proactive and offer a solution-oriented approach
- Ability to think and act strategically and influence at senior levels to resolve complex issues
- Ability to work at pace and with a range of competing demands whilst maintaining excellent judgement
- Determined and committed to high quality standards
- Ability to establish effective working relationships at all levels internally and externally often remotely
- Ability to prioritise work, meet deadlines and work calmly under pressure
- Commitment to MAG's strategic direction and core values
- Self-motivated, flexible and enthusiastic approach to work with the ability to work with a high degree of autonomy
- Willingness to travel overseas and undertake regular visits to MAG programmes

Desirable

- Experience of managing and delivering HR services in an international NGO setting, across varied cultures and employment frameworks
- Understanding of NGO programme design, development and management
- Experience of interpreting and applying national labour law and of developing HR policies and frameworks which demonstrate compliance
- Knowledge and experience of dealing with HR and Safeguarding issues within an international NGO
- Knowledge and understanding of the HR issues involved in delivering legally and contractually compliant programmes

Signed employee:	Date:
Signed manager:	Date:

August 2025