Job Specification: People & Culture Manager

Department:	Programmes
Scale:	PSM 5
Line managed by:	Head of Support Services with a dotted line to the Head of HR
Responsible for line managing:	Local HR Team
Location:	Kyiv, Ukraine

MAG's Vision is a safe future for women, men and children affected by violence, conflict and insecurity. 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 and build safer futures. 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:

MAG is in the process of establishing an operational response in Ukraine, following the Russian invasion in February 2022. The role of People & Culture Manager will be focused on supporting the start-up of the programme, as well as building ongoing capacity of the local HR team and line managers, to ensure sustainable HR support for the life of the programme. The postholder will:

- Provide strategic HR Management support to the country SMT, promoting good management practice and strengthening HR capacity throughout the programme whilst ensuring HR practices are aligned with MAG's values, mission and organisational policies.
- Analyse and resolve complex HR matters, related to the start up phase of a programme.
- Be a trusted advisor to the SMT and staff (including internationally and locally recruited staff), helping to ensure a strong culture aligned with MAG values, and designing and delivering culture, engagement and wellbeing initiatives to ensure a collaborative, inclusive, and productive working environment for all.
- Working with the HR Manager, build the capacity of the programme HR team to ensure that HR practice and frameworks are best practice, have our staff at the centre, and are legally compliant.
- Work with the Safeguarding focal point in the UK to support the implementation of safeguarding best practice, ensuring all staff experience a safe working environment.

Job Description

HR Support and advice

- Work with the SMT to ensure an understanding of HR and people management issues, identifying improvements and updates to existing policies and processes, and coaching the HR team to support the management of employee relations and performance management issues.
- Liaise with UK HR team counterparts to support the recruitment, deployment and ongoing support to internationally recruited staff.
- Ensure that the learning and development needs of the programme are assessed, and strategies to provide quality learning and development opportunities are developed and implemented.

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.
- Support the programme HR Manager in the development of the local HR team, 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 within the programme 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.
- Work closely with the UK HR team on contributing to strategy, policy and projects.

HR Policy:

Working with the local HR team:

- Develop, implement and monitor effective HR strategies for the programme, in line with anticipated programme need, local legal requirements, MAG global policy and MAG's organisational People and Culture Strategy.
- Provide strategic advice on areas such as bulk recruitment, ensuring that recruitment approaches are contemporary, relevant to the cultural context, and consider the applicant experience.
- Ensure that Staff Handbooks, contractual documentation and programme HR polices and procedures are compliant and implemented in line with legal requirements and MAG standards.
- Oversee the design, development and review of remuneration policies for locally contracted staff to ensure a compliant, competitive and cost-effective salary and benefits package is in place.
- Monitor statutory and legal requirements for Ukraine 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

Culture & Engagement:

- Work with the Country Director and SMT to design and deliver initiatives which will support the programme to develop a collaborative and inclusive culture.
- Support the SMT to ensure strong communication across the programme, and provide support and advice on addressing potential issues/tensions in a proactive manner.
- Work across all levels and departments to create an environment which is inclusive of all, and where staff suggestions and concerns can be heard.

Wellbeing:

- With support of the SMT and the UK HR Team, design and deliver a wellbeing programme which takes into account the specific context of Ukraine. This may include reviewing the current arrangements for mental health support, and arrangements for rest and recovery.
- Play a proactive role in engaging with staff to ensure they feel supported, and are provided with appropriate advice and referrals where they may experience stress, or have concerns.

Safeguarding:
Work with the UK Safeguarding Manager and the locally recruited HR team to support the implementation of safeguarding best practices, focusing on building a safe culture and environment, promoting safeguarding awareness, staff/survivor support and ensuring that across the programme, staff are encouraged and feel empowered to report

All International 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.

Person Specification

Essential Experience

- Experience of designing and delivering HR services and initiatives in an international NGO, with a focus on building capacity.
- 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

- Ability to navigate complex and challenging environments to ensure the delivery of best practice HR which puts staff at the centre.
- 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.

Desirable

- Experience of working in the Ukraine, or similar regional context
- Experience of working overseas in post conflict countries or insecure environments

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Signed employee:	**Date:**
Signed manager:	**Date:**

Dated May 2023