



MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS UK/ IRELAND

JOB DESCRIPTION

Job Title:	Recruitment & HR Administrator
Hours:	24 hours (5 days per week)
Reports to:	Recruitment and HR Coordinator
Works closely with:	HR Administration Team in UK
Location:	Dublin
Duration:	Permanent position
Salary:	EUR 20791.91 per annum

Candidates must already have the right to work in Ireland or hold a European passport.

MÉDECINS SANS FRONTIÈRES/DOCTORS WITHOUT BORDERS (MSF)

Médecins Sans Frontières/Doctors Without Borders (MSF) provides life-saving emergency relief and longer-term medical care to some of the most vulnerable and excluded communities around the world. As an independent medical humanitarian organisation, we deliver care based only on need, regardless of ethnic origin, gender, religion or political affiliation.

MSF has around 40,000 local and international staff working in over 70 countries, in some of the most challenging places in the world. Our medical humanitarian projects are supported by teams in 32 countries, including the UK, spread across Europe, North and South America, Asia, Africa and Australasia.

At MSF UK/IE, we support our projects by building relationships with our supporters, increasing awareness of our work, raising funds, providing specialist medical expertise, catalysing change on medical humanitarian issues, and recruiting staff for field operations. MSF UK/IE personnel are dynamic, hard-working, enthusiastic and committed to MSF's values and aims.

MEDECINS SANS FRONTIERES (MSF) IRELAND

The Irish office works in a highly integrated manner with MSF UK, and is focused on the core activities of fundraising, recruitment, representation and awareness-raising of our mission among the Irish public. Eight years after its opening, the Dublin office is staffed with 12 full-time posts involved in General Management, HR, Communications and Fundraising. In addition, we have a part-time position in Finance, an intern and a small number of office volunteers who assist on a regular basis with communications, administration and recruitment.

The HR Function is responsible for attracting, selecting, developing and retaining high-quality medical and non-medical volunteers for MSF operations. MSF Ireland aims to recruit quality volunteers from specialised fields and professions to meet operational needs within the MSF Movement. The priority will be to provide HRM support to the MSF field staff. This will involve

active engagement in the international MSF HRM forum to promote best practice in the management and support of field staff.

JOB PURPOSE:

The primary objective of this role is to provide administrative support to the HR department delivering a high-quality HR service to field staff in Ireland.

Key responsibilities (specific to field staff):

- Supports the Recruitment and HR Coordinator with the development and implementation of the recruitment strategy, with attention for social media
- Maintains the HR pages of the website, both for applicants and staff, ensuring they are up-to-date and correct
- Manage all necessary practical arrangements for departing field staff, including: booking flights, obtaining visas and ensuring that we have all necessary documentation in line with the HRA Process document, in consultation with the Recruitment and HR Coordinator and OCs
- Prepares information packages and arranges briefings and debriefings for field staff, including appointments with other departments where appropriate
- Act as first point of call for all public enquiries regarding working for MSF in the field and Irish office
- Act as first point of contact for field and office staff queries on administration of pay and benefits and routine HR matters (over the telephone, by email and face to face) providing information and basic HR advice in line with organisational policy
- Manage administration for starters and leavers, including preparing contracts, registering them for pension and insuring that information is entered into the HR Database correctly for insurance and payroll processing
- Regularly update HR information systems (HRIS) (HR databases and Excel based), the electronic and hard copy filing systems and other relevant HRIS (such as the leave system) ensuring information on all staff is accurate, complete and processed confidentially in line with Data Protection regulations
- Takes the lead in the organisation of planned recruitment events, supporting the Recruitment and HR coordinator in registration and general logistics on event days
- Work as a full member of the MSF Ireland HR team, assisting with HR projects/tasks as and when required
- Scale field staff CV's rating their experience to determine their salary level
- Obtain references and Garda Vetting checks as necessary

Key responsibilities Specific to Field staff:

Build Relationships

- Develop and manage relationships with counterparts in the overseas offices (specifically the Operational Centre's ('OCs') and the UK HR team
- Work closely with overseas counterparts and the Field HR team to ensure the process for Irish staff departing to and returning from the field runs smoothly; using own initiative to troubleshoot and escalate any issues as necessary.
- Coordinate with various services providers to manage the departure/return of field staff (including, but not limited to: travel agent, visa service provider, couriers, healthcare service provider)
- Liaise directly with visa service provider, embassies and consulates to obtain visas for staff travelling overseas in collaboration with overseas counterparts as necessary

Resources

- Manage the administrative processes in the most cost-effective manner possible by making independent decisions regarding expenses in accordance with the policy, escalating decisions as necessary
- Raise purchase orders for expenses related to the field staff and validate related invoices prior to approval by line managers
- Administer all payroll systems, processing all relevant changes prior to review and sign off by the Recruitment and HR Coordinator, the Director and the Finance officer. Administering staff benefits schemes and liaising with service providers
- Actively contribute to the revision of internal HR processes and the harmonization of HR administration processes across the movement; updating process documents as necessary and suggesting improvements to day to day processes
- Support HR reporting by producing statistics on recruitments, departures and quality of service delivered.
- Support line managers within the Irish office by referring them to the management tools and resources available
- Assist the Recruitment and HR Coordinator with the preparation and administration of the induction process for new staff
- Responsible for processing requests for Social Security Certificates of Coverage for field staff where necessary, including liaising with the overseas section, preparing the relevant documents and submitting to the relevant authority

Analysis and Initiative

- Collate key HR information, providing regular and ad-hoc statistics and reports to relevant people (Recruitment and HR Coordinator and Director) accurately and within the agreed timeframes

- Take responsibility for planning and prioritizing workload, ensuring that tasks are completed within the agreed timescales, taking the initiative to adapt priorities as required by changing priorities ensuring that all staff depart to the field within the agreed timescales
- Support the Recruitment and HR Coordinator with employee relations casework as required
- Disseminate information and documentation received from the field, OC's and MSF UK relating to security, health and situation reports
- Ensure that the departure process is followed, and all necessary documentation is filed, in accordance with protocols for safe keeping with HRIS updated as necessary
- Be aware that there will be exceptions to the normal departure process and use own initiative to adapt the standard processes to ensure that the departure progresses smoothly, escalating issues to the Recruitment and HR Coordinator where necessary

Other

- Work closely together with the UK HR administration team to ensure a smooth and effective HR service provision, continually sharing and developing knowledge and best practice as appropriate
- Together with the Recruitment and HR Coordinator and the wider Irish office team work towards the implementation of the strategic and annual HR plans, projects and initiatives
- Act as contact person with family in case of security incidents and/or evacuation as part of the Critical Incident Response Team, regularly taking part in training in preparation critical incidents involving Irish field staff
- Work as a full member of the MSF Ireland HR team and as a collaborative member of the MSF UK HR team, assisting with HR projects as and when required

The post holder is not an authorised signatory for personnel matters but is required to action the appropriate authorised notifications changes to terms and conditions.

Please note that this list is indicative of the key responsibilities of this role but is by no means exhaustive. MSF is an emergency organisation and a 'can do' attitude and flexibility to take on other related tasks is essential.

Essential skills and behaviours:

- Solid administrative work experience, preferably in an HR department, including recruitment, preparing standard letters, documents and data inputting and filing
- A systematic and organised approach with an ability to follow things through and adhere to strict deadlines
- Ability to work supportively and effectively within and across teams and build good working relationships
- Ability to work independently and under minimal supervision in a fast paced and demanding environment exercising good judgment and using own initiative
- Ability to plan, manage own workload, juggle priorities and work under pressure while maintaining efficiency, accuracy and adhering to strict deadlines

- Proven ability to write clearly and accurately produce, adapt and proof-read documents
- Confident interpersonal and clear communication skills
- Experience of supporting internal and external clients in a busy service orientated environment
- Sound understanding of the role of Human Resources
- High degree of accuracy combined with good attention to detail
- Good Excel spreadsheet skills, word processing skills, and proficient use of email systems and the internet
- Ability to deal with people at all levels and from all backgrounds
- Responsible attitude to dealing with sensitive and confidential information
- Willing to continually update own skills and knowledge across a range of HR related subjects
- Commitment to the aims and values to Médecins Sans Frontières

Desirable skills and behaviours:

- HR qualification (obtained, working towards or an interest in obtaining)
- Previous experience of working in Global Mobility
- Previous experience of working in a fast-paced administrative environment
- Understanding of basic employment, pension and insurance legislation
- Experienced in basic financial administration
- Experience in events organisation

<ul style="list-style-type: none"> ➤ Decisions ➤ Analysis and initiative ➤ Planning and Organising ➤ Communicating 	<ul style="list-style-type: none"> ➤ Resources ➤ Developing others ➤ Knowledge, skills and expertise
--	---

Application checklist:

Please check that you have included the following in your application:

- an up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role
- answers to any questions specified in the job description pack, if applicable

Recruitment timetable:

- Closing date for applications: Friday, 23rd November 2018, 11.59pm
- Interviews: last week November/first week December
- Preferred start date: ASAP

Please note: As we will be reviewing applications throughout the advertising period, interviews may take place before the advertised closing date.

Candidates must hold a valid permit to work in Ireland

HOW TO APPLY – THE RECRUITMENT PROCESS

If you are interested in this position **please send your CV and a letter of motivation** clearly explaining how your skills and experience related to the person specification and job description to recruitment@dublin.msf.org by **23rd November 2018, 11.59pm**.

Enquiries about the position to:

Dana Krause
Recruitment and HR Coordinator
Médecins Sans Frontières Ireland
Ph: +3531 6603337

CURRENT BENEFITS AT MSF UK AND IRELAND:

SALARIES

MSF UK & Ireland pays the salaries into the bank account on the last working day of each month.

FLEXITIME SCHEME

MSF UK & Ireland operates flexi time. The daily requirement for full time staff is to work 8 hours plus half an hour for lunch with core hours between 9.30am-5.00pm and flexi time periods between 8.30am – 9.30am and 5.00pm-6.00pm.

ANNUAL LEAVE

The MSF UK & Ireland holiday (annual leave) year runs from 1st January to 31st December. Annual entitlement for full-time staff is 28 days per year in addition to Irish bank holidays (pro rata for part-time)

SICK LEAVE

On completion of the probationary period, employees of MSF UK & Ireland receive additional benefits through our Group Income Protection Scheme and Group Life Scheme.

PENSION PLAN

After three months' continuous employment, you will be enrolled into MSF UK & Ireland's Group Personal Pension Scheme. MSF UK & Ireland will make an employer contribution equivalent to 10 percent of your gross salary; you will also be able to make additional employee contributions.

DEVELOPMENT OPPORTUNITIES

MSF UK & Ireland has an annual performance review process in place during which individual development needs are discussed and training needs identified.