

JOB DESCRIPTION	
Position	: Senior Human Capital Manager
Department	: Human Capital
Employee Type	Permanent position with 3 months' probation
	Revision Date : 4 September 2024

I. SUMMARY OF ROLE

The Senior Human Capital (HC) Manager is accountable to transform, scale, develop and lead the entire CISDI HC function. The HC function is accountable for the entire HC lifecycle, supporting project managers in resource planning and partnering with the Sr Finance Manager in corporate and project budgeting. This role requires Human Resource expertise, operational excellence and a client focused mindset to become a valued member of the Leadership Team.

This role will lead the HC function and is part of an organizational wide transformation. This will shift CISDI into a proactive organization uncovering potential issues before immediate remediation actions are needed. This role also requires a detailed operational focus to ensure policies and procedures are defined, in place, measured, tracked and followed; exposing opportunities to improve operations before issues escalate. This position is perfect for an experienced HC professional desiring the opportunity to design and scale their organization to meet continued dramatic growth.

II. QUALIFICATIONS

A. Qualifications

- Graduate degree in Human Resources, Psychology, MBA, or a related field.
- 10+ year experience working in a professional organization within a high growth, fast paced, collaborative environment
- 7 years minimum experience leading a Human Capital (HC) function, HC Business Partner or multi-functional teams
- Professional services experience is preferable
- Certification in Human Resources (e.g., BNSP, CPHRM) is preferred but not required
- Knowledge of NGO HC management and regulatory requirements is preferred but not required
- Possesses both an operational and strategic understanding of the entire HC lifecycle
- Demonstrated ability to develop and implement HC strategies that drive organizational success
- Experience in HC information system implementation (from user requirements through implementation and adoption)

- Ability to multi-task and adapt quickly
- Organizational transformation experience desired
- International education or work experience is a plus
- English speaking and writing skills are mandatory

B. Competencies

Technical Competencies:

- Expert in workforce data collection, analytics, planning and forecasting requirements planning
- Knowledge of performance management methodologies, policies, processes, procedures and systems
- Deep understanding of skill and competency requirements by organizational level
- Expert in position grading, compensation and benefits methodologies and models
- Experience in identifying talent gaps and developing strategies to address gaps
- Demonstrated ability to create organizational performance goals, targets and tracking mechanisms
- Experience implementing change management principles and methodologies
- Experience in fostering a culture of continuous improvement and innovation
- Skills in designing, delivering, and evaluating HR programs
- Experience using HC software applications
- Google Ecosystem, Microsoft Office (Microsoft Excel, Word, Power Point), Notion, and Slack

Behaviour Competencies:

- Integrity and credibility are mandatory
- Adhere to the diversity, equity and social inclusion principles
- Strong leadership, managerial and team building skills
- Problem solving and decision making
- Excellent communication and relationship building skills
- Strong sense of judgment
- Timeliness and good time management
- Initiative, self-motivation and dedication
- Client focused mindset
- A bias for action
- Executive presence and gravitas

III. JOB DESCRIPTIONS

Responsibilities	Activity	Output/Measurement
Strategic Human Capital Planning	<ul style="list-style-type: none"> ● Assess current HC lifecycle policies, processes and procedures 	<ul style="list-style-type: none"> ● Updated HC lifecycle Policies, Processes and Procedures

	<ul style="list-style-type: none"> ● Develop ideal policies and procedures, including forms, timelines, and accountabilities ● Develop and implement human capital strategies aligned with organizational goals and objectives ● Analyse workforce trends and anticipate future staffing needs ● Collaborate with senior management to drive workforce planning initiatives ● Collaborate with finance and project teams 	<ul style="list-style-type: none"> ● Corporate HC Strategy ● Functional & Project HC Plans ● HC Budget Forecasts
Performance Management	<ul style="list-style-type: none"> ● Develop CISDI competency dictionaries and indicators ● Define and Implement Performance Indicators ● Develop and Implement CISDI position description grading model ● Design and Implement CISDI compensation strategy and model ● Integrate talent development initiatives with performance management processes ● Assist Lead/Managers/Chiefs in formulating Individual KPIs ● Provide guidance to the leadership team on setting performance goals and conducting performance reviews 	<ul style="list-style-type: none"> ● Competency Dictionary with Indicators ● Key Performance Indicators ● Position Description Grading model ● Compensation and Benefits Strategy and Models ● Performance Management Policies, Processes, Procedures, Training, and Monitoring mechanisms
Technology and Systems Management	<ul style="list-style-type: none"> ● Oversee HC software user requirements, business case, selection, and implementation ● Ensure the integrity and security of HC data ● Identify opportunities to leverage technology to improve HC processes and reporting 	<ul style="list-style-type: none"> ● User Requirements ● Vendor Selection Criteria ● Rollout and Implementation Plan ● Training and Development Plan
Ad-Hoc Assignment Evaluation	<ul style="list-style-type: none"> ● Develop ad hoc assignments performance evaluation structure and processes 	<ul style="list-style-type: none"> ● Ad-hoc assignments performance evaluation policies, processes, procedures and forms

	<ul style="list-style-type: none"> ● Integrate evaluation structure and processes into Future State Performance Management policies and procedures 	
Stakeholder Communication	<ul style="list-style-type: none"> ● Communicate HC performance and strategy to internal and external stakeholders ● Prepare reports and presentations for the Trustees, Board of Directors, and other key stakeholders 	<ul style="list-style-type: none"> ● HC Annual Plan ● HC Communication Strategy and Plan
Risk Management & Regulatory Compliance	<ul style="list-style-type: none"> ● Identify and mitigate human resource risks ● Ensure compliance with regulations and standards ● Develop and implement internal controls to safeguard information and ensure the accuracy of human resource records ● Monitor regulatory changes and implement necessary adjustments. 	<ul style="list-style-type: none"> ● Compliance with applicable HC laws and regulations
Human Capital Team Development	<ul style="list-style-type: none"> ● Foster a high-performance culture ● Foster collaborative relationships with leadership teams ● Coach and mentor team members ● Increased employee skills and development 	<ul style="list-style-type: none"> ● High performer team members

IV. WORKING RELATIONS

Internal	CISDI is a matrix organization. Link to all departments : https://cisdi.org/en/about-us/cisdi-team
External	Stakeholders, vendors, regulators, consultants, etc.