

POSITION: OFFICE & HUMAN RESOURCE ADMINISTRATOR

REPORTS TO: COUNTRY DIRECTOR

LOCATION: Rwanda

REVISION DATE: October 2022

Job Summary:

The HR Assistant provides functional and administrative support to the country team. Specifically, they will be responsible for advising management on HR issues, managing HR documents, updating internal HR-related databases and trackers as well as preparing payroll and requisite correspondence for managers and employees.

KEY RESPONSIBILITIES:

1. HR RESPONSIBILITIES – Approx 70%

Records Management/ Filing:

- File, update and maintain employee records as per best practice
- Develop efficient employee record keeping procedures and communicate/ educate staff on rules and regulations relating to employee records processes
- Prepare, and amend where necessary, HR documents e.g. employment contracts and other correspondence
- Assist in the preparation of information circulars on HR related matters
- Provide general office support services – process, draft, edit and finalize for approval, a variety of correspondences
- Create personal files for new employees and file all correspondence appropriately for easy retrieval
- Carry out records disposal

HR Metrics & Analytics:

- Initiate and ensure timely update and reporting on all HR metrics, such as staff turnover.

Employee Welfare & Wellness:

- Be the first point of contact for employees on HR related queries
- Liaise with internal and external stakeholders to manage and coordinate welfare and wellness programs for employees
- Support employee engagement activities

Payroll/ Benefits Management:

- Share relevant information with management and staff, i.e. public holidays and staff leave balances
- Prepare payroll and submit monthly payroll inputs to Finance for processing
- Monitor payroll regulations and recommend changes
- Assist employees on payroll related matters
- Administer benefits programs such as health insurance, leave plans, and employee assistance programs
- Serve as point of contact with benefit vendors and administrators

Recruitment & Onboarding:

- Work with line managers to manage the recruitment process

- Participate in the selection process to fill vacant positions
- Plan and conducts new employee orientation to foster positive attitude toward the AHN goals
- Creating new staff profiles in HRIS
- Prepare employee separation notices and related documentation, and conduct exit interviews to determine reasons behind separation.

Communication:

- Communicating with staff and external partners
- Educate staff on HR plans, programs, practices, processes, and tools (e.g. compensation, benefits, performance development projects) to ensure knowledge transfer, enhanced company capability related to the management and development of people, and consistent delivery
- Respond to inquiries regarding policies and procedures and escalate to senior management as required
- Handle team members in a very efficient and friendly manner.

2. OFFICE ADMINISTRATION RESPONSIBILITIES – Approx 30%

Administration:

- Develop and maintain robust administrative systems on records management, transport and office maintenance
- Work with relevant stakeholders to plan and execute local, regional and international travel and accommodation arrangements for staff and visitors including visas and work permits, etc
- Coordinate and supervise the administrative function and any outsourced services of the organization including management of the office premises, facilities and all office supplies, equipment and property and ensure safety in the workplace and provision of working tools.
- Develop and maintain robust administrative systems on office and center requirements including business licenses.
- Ensure compliance with statutory work place requirements such as staff licenses.
- Support the Country Director on administrative matters
- Any other duties as assigned

Desired Competencies:

- Bachelor’s degree in Human Resource Management, or related field
- Minimum of 2 years professional HR experience.
- Experience working in a healthcare organization, preferred
- Strong understanding of Labor Laws, Health Insurance Schemes and required Government statutory payments and ability to develop this understanding as the organization scales
- Exposure to payroll practices
- Excellent attention to detail, communication and organization skills
- Ability to multi-task in a fast- paced environment
- A strategic mind that is focused on execution
- Willingness and ability to get into the weeds and solve the problems at hand if needed
- Works well under pressure and meets tight deadlines.
- Highly computer literate with capability in email, MS Office and related business and communication tools.
- Passion for AHN’s mission

Interested candidates should send in their full documents to hr@africahealthcarenetwork.com not later than 22nd October 2022 – Shortlisted candidates will only be contacted for the next steps of hiring process.
