

**JOB DESCRIPTION / TERMS OF REFERENCE**

JOB CODE : 141

DATE REVISED : 02/2025

<b>JOB TITLE</b>	<b>HUMAN RESOURCE OFFICER</b>
<b>INSTITUTION</b>	<b>WEST AFRICAN HEALTH ORGANIZATION</b>
<b>GRADE :</b>	<b>P3/P4</b>
<b>ANNUAL SALARY IN US DOLLARS</b>	<b>37 431,66 / 52 379,70</b>
<b>NUMBER OF POSITIONS</b>	<b>1</b>
<b>DIRECTORATE :</b>	<b>ADMINISTRATION AND FINANCE</b>
<b>DIVISION</b>	<b>ADMINISTRATION &amp; HUMAN RESOURCES</b>
<b>LINE SUPERVISOR</b>	<b>PRINCIPAL PROFESSIONAL OFFICER FOR ADMINISTRATION AND HUMAN RESOURCES</b>
<b>SUPERVISING</b>	<b>– PAYROLL OFFICER – HR ASSISTANT</b>

**JOB OVERVIEW**

Under the supervision of the Principal Professional Officer for Administration and Human Resources, the Human Resource Officer will implement the Organization's Human Resources Management Strategy. This includes recruitment and selection processes, welcoming and integrating new members of staff, managing payroll, terms of service and contracts, monitoring training and skills development, ensuring compliance with ethical and behavioral rules, implementing incentive measures, monitoring staff welfare, staff appraisals, updating Personnel files, mediating conflicts, preparing the annual leave list and managing staff terminations or retirements, etc.

**ROLES AND RESPONSIBILITIES**

1. Implement the Organization's recruitment policy and procedures, in accordance with ECOWAS regulations.
2. Supervise the regular updating of Personnel information in the SAP Human Capital Management module (HCM/SAP)..
3. Ensure that information contained in the Human Capital Management (HCM) module corresponds to that in the payroll module.
4. Supervise monthly payroll preparation and regular issue of pay slips.
5. Close monthly payroll in SAP and ensure timely payment of salaries by Finance.
6. Ensure that all statutory deductions are duly remitted to the appropriate authorities.
7. Ensure timely completion of annual performance appraisals.
8. Identify staff training needs on the basis of duly signed performance agreements and appraisal forms, and use these to draw up, coordinate and implement the annual training Plan and Budget.
9. Ensure regular updating of Personnel files (whether in paper or digital format).
10. Provide advisory services to staff on organizational policies and ensure regular updates on HR policies (The Staff Regulations, Code of Conduct, ECOWAS Procedures Manual, etc.).
11. Prepare detailed semi-annual reports on staff strength, staff turnover and recruitment trends.
12. Establish and maintain an effective staff leave register.
13. Assist in underwriting various staff insurance policies, managing medical records and processing medical claims.
14. Manage interpersonal relations among staff and ensure a supportive working environment, including the application of sexual harassment guidelines and other professional rules.



15. Coordinate preparations for the annual staff retreat and other socio-cultural activities.
16. Perform any other tasks as may be assigned to him/her by his/her Line Manager.

### Required Qualifications, Work Experience and Competencies

#### Qualifications :

- Hold a bachelor's degree in human resource management from a recognized university.
- A higher qualification in human resource management will be a big advantage.

#### Work Experience :

- Seven (7) years of professional experience in human resources management, with proven expertise in policies, practices and processes covering various sub-functions such as recruitment, selection, training, compensation and benefits, labor relations and negotiation, HR information systems, strategic planning, workforce planning, talent management, as well as payroll and position management.
- Demonstrate expertise in the creation and management of databases, as well as in the use of specialized computer systems and programs such as SAP/HCM, for the management of recruitment, selection, retention processes, etc...;
- Have an in-depth knowledge of job descriptions and skills specifications, to ensure the application of good practice and compliance with appropriate standards within the institution.
- Have in-depth knowledge and technical skills in drafting documents such as contracts, job advertisements, disciplinary notices and acceptance/appointment letters, etc..
- Professional experience in a regional or international organization would be an asset.

### ECOWAS KEY COMPETENCIES

**P4-02-01****LEADERSHIP**

- Ability to get groups to work together cooperatively by encouraging the active participation of everyone, creating a climate of trust, mutual respect and openness, and using effective group facilitation techniques and know-how to explore their potential, motivate and guide them;
- Ability to organize and lead a multi-departmental working group to develop innovative solutions to problems, or be able to lead a small group of entry-level professionals and administrative support staff;
- Ability to respect hierarchy.
- Ability to develop on-the-job training techniques, combined with excellent coaching and mentoring skills; have a thorough knowledge of new employee integration approaches for rapid job appropriation and optimal understanding of the Organization.
- Ability to assign tasks to collaborators and provide consistent and timely feedback on their effectiveness and technical skills;;
- Be able to represent the institution effectively before third parties.

**P4-03-01****CLIENT SERVICE ORIENTATION**

- Ability to assess the impact of a change in the programmatic direction on the needs of internal and external stakeholders.
- Ability to promote and take into account feedback from staff to streamline processes and meet important deadlines to achieve client satisfaction.

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- Be able to maintain composure and focus in high-pressure situations.
- Ability to develop problem-solving, mediation and conflict management skills to deal with discrepancies, complaints, bottlenecks and time constraints that affect the quality and quantity of services offered to clients.
- Ability to anticipate emerging needs and rising client expectations to constantly improve quality, deadlines and service delivery, and to respond diligently to questions from client departments.
- Ability to communicate openly with clients, keeping them informed of progress and issues requiring attention or resolution.

**P4-04-01****MULTICULTURAL SENSITIVITY AND ADVOCACY**

- Ability to implement programmatic changes while ensuring an inclusive work environment and applying new rules and regulations equitably.
- Experience and ability to adhere to policies, objectives and principles of valuing diversity in the execution of daily tasks and responsibilities; embody or promote exemplary behaviors of tolerance and understanding towards different cultures.
- Ability to demonstrate objectivity in conflict management, regardless of cultural, point of view or gender differences, and encourage other staff members to overcome cultural and gender prejudices.
- Ability to create added value by leveraging the varied skills and contributions of diverse cultures, staff and clients.
- Ability to take gender issues into consideration and ensure equitable participation of men and women in all areas of professional life.
- Ability to work in a diverse and inclusive interactive environment that builds on each other's strengths, federating innovative practice.
- Ability to research best practices for making relevant organizational decisions on diversity management, ensuring that project and program activities identify areas of vulnerability and incorporate systemic control mechanisms.

**P4-05-01****KNOWLEDGE OF ECOWAS**

- Have a thorough knowledge of ECOWAS institutions and the relations between the various bodies, particularly with regard to the programs or professional sectors relevant to this position.
- In-depth knowledge of policy and program development methods within an international organization, as well as project management skills.
- Have a sound knowledge of the rules, processes and procedures of an international organization, relevant to the tasks related to the position.
- Have a thorough knowledge of development trends, indicators, challenges and opportunities in member states as they relate to projects or programs relevant to this position.

**P4-06-01****ANALYTICAL AND CRITICAL THINKING**

- Be creative and flexible in moving away from traditional methods when developing new procedures, processes and tools, using technology to simplify methods and approaches wherever possible.
- Ability to review current procedures and make recommendations for a more efficient and streamlined process.
- Ability to gather and synthesize information to anticipate stakeholder views on a new policy or programs; Have excellent analytical skills to assess external policies and trends when reviewing policy

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and program options, taking into account the pros and cons as well as recommendations.

- Ability to synthesize complex information from a variety of external and internal sources and communicate it logically to other entities.
- Be able to use the appropriate methodology to uncover or identify policy issues and resource concerns.

**P4-07-01****COMMUNICATION**

- Ability to integrate and communicate the latest developments in the field of specialty using the guidelines and criteria of the Institution or agency.
- Ability to develop interpersonal, negotiation, networking and presentation skills, with a proven ability to influence, explain complex information and demonstrate empathy and open-mindedness.
- Demonstrate operational competence in the use of computers for communication using technological tools.
- Be able to convey information in a clear, concise, succinct and organized manner, both orally and in writing.
- Demonstrate active listening skills to encourage better communication between team members, show concern to make them feel valued, and engage staff in all institutions and agencies.
- Proficiency in information communication technologies (ICT).
- Have a good command (oral and written) of any of the official ECOWAS languages: English, French and Portuguese. Working knowledge of any of the other two languages would be an asset.

**P4-08-01****PLANNING AND IMPLEMENTATION**

- Have a sound knowledge of internal planning cycles and be able to contribute to the development and implementation of community or institutional policies by identifying the target audience, building coalitions with appropriate populations and monitoring progress.
- Ability to take into account external circumstances, factors and trends when organizing project activities to ensure the best possible results.
- Ability to analyze process results, correspondence, reports and policy documents to develop feasible action plans.
- Ability to hold meetings with staff, stakeholders, colleagues and others to assess the needs of the organization's programs and/or projects, adjusting plans and activities accordingly.
- Ability to adapt project plans based on feedback from staff and stakeholders, and/or develop and implement guidelines, tools and templates to integrate new or revised programs and services.

**General Conditions****Citizenship**

Applicants must be citizens of an ECOWAS Member State.

**Age Limit**

They must not be more than 45 years of age at the time of recruitment.

**Duty Station**

WAHO is in process of relocation from its current location in Burkina Faso. the post will be located in an ECOWAS country to which WAHO relocate.