

# Job Framework HR Officer

Reporting to the HR Manager, the purpose of this role is to support the delivery of an effective HR Operations service to MSSL staff through the provision of timely administration and operational support in the key areas of compensation and benefits, onboarding, learning and development, performance management and staff information and archiving among others.

The HR Officer is required to demonstrate MSSL's core values of:

1. **Accountability** of all staff to each other and our clients and stakeholders
2. **Equality** of opportunity and access
3. **Value for money** in the management of our resources

Job Title:	Location:	Reporting to:	Probationary Period:
HR Officer	Freetown, Sierra Leone	HR Manager	4 months

**Marie Stopes International** (MSI) is a global social business providing personalised, high quality, affordable contraception and safe abortion services to women and girls. MSI has 13,000 team members working in 37 countries to deliver our mission: children by choice, not chance. **Marie Stopes Sierra Leone** (MSSL) is a founding member of the MSI Partnership, operating in Sierra Leone for 30 years and becoming the largest non-governmental provider of family planning (FP) and sexual & reproductive health (SRH) services in the country. MSSL delivers services in every district of Sierra Leone through its outreach, centres/clinics and social marketing channels.

Key Responsibilities	Measure
This role has three key areas of responsibility: <ol style="list-style-type: none"> <li>1. Support the recruitment process, implement the MSSL staff on boarding process and exit process</li> <li>2. Timely administration and operational support of all matters related to compensation and benefits;</li> <li>3. Provide logistical support to L&amp;D Function and staff welfare</li> <li>4. Management of all staff records and archiving;</li> <li>5. Support the MSSL Performance Management process and Employee labour relations</li> </ol>	
Support the recruitment process, implement the MSSL staff on boarding process and exit process	
<b>Employee Recruitment</b> <ul style="list-style-type: none"> <li>• Obtain required approvals before vacancies are advertised both internally and externally in consultation with HR Manager</li> <li>• Participate in carrying out initial shortlist of candidates to presented to HRM and line Managers</li> <li>• In conjunction with the HR Manager, determine the composition of the hiring committee, prepare interview packs and distribute them before interviews</li> <li>• Participate in interviews when requested and document interview results</li> <li>• Carry out reference checks on successful candidates before job offer is made</li> </ul>	<ul style="list-style-type: none"> <li>• All vacancies advertised are approved.</li> <li>• Timely provision of initial shortlist</li> <li>• Interviews arranged in time</li> <li>• Interview reports presented in time and results filed.</li> <li>• Timely completion of reference checks.</li> <li>• Up to date record of job applicants in HRMIS</li> </ul>

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<ul style="list-style-type: none"> <li>• Maintain record of job applicants in the HRMIS</li> <li>• Prepare employment contracts for new employees</li> </ul> <p><b>Employee On boarding</b></p> <ul style="list-style-type: none"> <li>• In conjunction with the line managers, develop role specific induction programs for new staff</li> <li>• Communicate induction program to all concerned managers at least 1 week before the new staff reports for duty, effectively implement the agreed orientation program and ensure proper documentation of the process and copies filled in employee personnel file.</li> </ul> <p><b>Employee Exit</b></p> <ul style="list-style-type: none"> <li>• Conduct a smooth exit process and ensure that exiting staff complete the available documentation and all MSSL property is returned before the last day of work.</li> <li>• Conduct exit interviews when requested</li> <li>• Ensure that exiting staff are deactivated from the HRMIS and ICT Infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Timely preparation of new employee contracts.</li> <li>• Database of temporary staff is up to date with verified staff.</li> <li>• All new staff under go role specific inductions.</li> <li>• Induction plans are effectively executed and duly signed by departmental heads or designates and filed on employee files</li> <li>• Complete employee exit documentation on file</li> <li>• Exit interview report on file</li> <li>• Exiting staff deactivated from all systems at point of notification of intended departure.</li> </ul>
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Timely administration and operational support of all matters related to compensation and benefits;

<p><b>Salary Administration</b></p> <ul style="list-style-type: none"> <li>• Prepare payroll before the 20<sup>th</sup> of each month and work with the Finance department with regards payroll additions and other changes;</li> <li>• Gather and forward supporting documentation to Finance department relevant for payroll.</li> <li>• Ensure that staff receive pay-slips soon after salary payments are effected.</li> <li>• Assist staff understand statutory deductions presented on their payslips</li> <li>• Pursue pay and benefits queries posed by staff.</li> <li>• Collect and reconcile timesheets each month.</li> <li>• Draft and prepare documentation to staff in regards to any changes in salary e.g bonus allocations.</li> <li>• Whenever requested, participate in the annual salary survey process.</li> </ul> <p><b>Benefits Administration</b></p> <ul style="list-style-type: none"> <li>• Ensure all staff have NASSIT numbers on file and facilitate those who do not have NASSIT numbers to register (capture new NASSIT number)</li> </ul>	<ul style="list-style-type: none"> <li>• Timely and accurate payroll processing.</li> <li>• Staff list is accurate and always current.</li> <li>• Each staff receives payslip in time.</li> <li>• 100% compliance with timesheet policies</li> <li>• Salary change correspondence prepared and dispatched on time.</li> <li>• Salary review report prepared.</li> </ul>
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<ul style="list-style-type: none"> <li>• Liaise with insurance companies in regards to Medical covers ensuring that they maintain an up to date record of all active MSSSL Staff.</li> <li>• Guide staff in accessing medical insurance and completing claims in case of accidents. Ensure follow up of insurance claims as and when necessary.</li> <li>• Initiate and follows up death benefit claims for deceased staff or dependants as soon as the relevant information is received and confirmed and maintain an up to date record of these claims.</li> <li>• Support collection of all documentation required for health insurance renewals and alert manager of renewal cycle and needs of all.</li> <li>• Manage Medical excesses incures by staff and ensure excesses are paid to the insurance company.</li> </ul>	<ul style="list-style-type: none"> <li>• NASSIT numbers are up to date within the HRMIS</li> <li>• Insurance companies concerned with staff have all relevant information up to date.</li> <li>• Information on accessing insurance services and claims availed to staff whenever needed.</li> <li>• Timely follow up on insurance claims and accurate up to date report produced.</li> <li>• Insurance services renewed on time with accurate documentation.</li> </ul>
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Provide logistical support to L&D Function and staff welfare

<p><b>Learning and Development</b></p> <ul style="list-style-type: none"> <li>• Coordinate the Tim Black Learning &amp; Developmen Foundation Schplarship Application Process, shortlisting, preparing study agreement to awardees and preparing payments.</li> <li>• Coordinate training events by maintaining contacts with service providers, arrange training venues and general facilitation.</li> <li>• Document and file all training reports and attendance registers while monitoring them against approved plans.</li> <li>• Capture all completed trainings into the HRMIS database and training reports produced quarterly.</li> </ul> <p><b>Staff Welfare</b></p> <ul style="list-style-type: none"> <li>• Liaise with admin and ICT to ensure staff are provided with all work resources to execute their tasks eg computers and phones</li> <li>• Provide uniforms, name tags, IDs and medical cards to staff and ensure that they are in good condition / updated at all times.</li> <li>• Faciliate the quarterly staff meetings at support office with logistical support and ensure that minutes are taken and filed</li> <li>• participate in arranging all staff teambuilding events, retreats, celebrations, functions .....etc</li> <li>• Administratively support the MSSSL Staff Loan Scheme and effecting payroll deductions within the payroll.</li> </ul>	<ul style="list-style-type: none"> <li>• Training plan completed within Q1</li> <li>• Training reports on file</li> <li>• Effective coordination of training events</li> <li>• Training reports captured in HMIS</li> <li>• All staff are fully resourced as part of on boarding</li> </ul> <ul style="list-style-type: none"> <li>• All staff possess uniforms, IDs, nametags etc</li> <li>• Quarterly staff meeting minutes signed and filed</li> <li>• Successful execution of team building activities</li> <li>• Effective support to the MSSSL Staff Loan</li> </ul>
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Management of all staff records and archiving;

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<p><b>Employee Records</b></p> <ul style="list-style-type: none"> <li>• Ensure that staff personnel files are current and complete and that all information is reflected in the HRMIS.</li> <li>• Ensure that staff contracts are renewed at least 4 weeks before expiry</li> <li>• Ensure that all academic documentation on file is verified and up to date</li> <li>• Provide a monthly HR Reports that include; leavers and joiners with reasons for exit and joining, temporary staff expenditure</li> </ul> <p><b>Leave plans and records</b></p> <ul style="list-style-type: none"> <li>• Ensure that all staff have annual leave plans within the HRMIS</li> <li>• Ensure that all leave taken is appropriately reflected within the HRMIS and corresponds with temporary staff requests</li> <li>• Work with Finance department to reconcile leave compensation entitlements upon exit of the staff</li> </ul>	<ul style="list-style-type: none"> <li>• Up to date employee files and HRMIS</li> <li>• Staff contracts renewed in time</li> <li>• All staff have authentic academic documentation on file</li> <li>• HR Reports are provided on time – by the 10<sup>th</sup> of the next month</li> <li>• All have staff have leave plans within the HRMIS</li> <li>• Leave records are accurate and up to date within HRMIS</li> <li>• Staff are accurately compensated with leave days on exit</li> </ul>
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**Employee Labour Relations**

<p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>• Guide line managers and staff in executing the appraisal process, ensuring that is completed on time – before end of March each year.</li> <li>• Ensure that probationary reviews are completed atleast a week after probation expiry and that appropriate action is taken on time ie confirmation in position, probation extension and/or termination.</li> <li>• Ensure that all Performance Improvement plans as a result of poor performance are completed and followed through to rectify performance</li> <li>• Provide an accurate and up to date performance review report within Q1 of each year.</li> </ul> <p><b>Employee Labour Relations</b></p> <ul style="list-style-type: none"> <li>• Maintain an accurate log of all employee grievances and disciplinary cases placing all disciplinary reports on both general and personnel files.</li> <li>• Monitors issues of individual or collective staff concerns such as remuneration, entitlements, welfare, complaints and grievance related problems, make appropriate recommendations and advise, counsel affected staff accordingly or proactively bring this to the attention of HRM.</li> </ul>	<ul style="list-style-type: none"> <li>• Appraisals completed on time</li> <li>• Probationary reviews completed on time</li> <li>• PIPs followed up effectively and completed</li> <li>• Performance review report completed on time.</li> <li>• Accurate log of employee grievances and disciplinary cases.</li> </ul>
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**Knowledge skills and Attitudes**

**Qualifications:**

Relevant degree or experience in HR administration or related field

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Excellent written and oral English communication skills

More than one Sierra Leonean language desirable

### Skills/Experience:

Demonstrated experience in HR support in a busy organisation with staff based in multiple locations

Basic understanding of National legal requirements relating to HR, including labour laws and administrative law.

Knowledge of or ability to learn and adapt to the organizational policies, systems and procedures

Ability to work with little or no supervision

Sense of fairness and equity in handling HR issues

Absolute discretion and a high sense of confidentiality

A team player with good interpersonal and communication skills

### Attitude / Motivation:

Successful performance at MSSSL is not simply defined in terms of 'what' people achieve, but equally is about 'how' people go about their jobs and the impact that they have on others. We encourage and expect all team members will demonstrate the following behaviours:

- **Initiative**  
Thinking ahead and taking action to make the most of opportunities by finding the optimum solution
- **Innovative**  
Thinking creatively and outside of the box so that ideas generated create a positive outcome
- **Effective Communication**  
Communicating through active listening and good questioning techniques, using appropriate body language, ensuring information is clear and concise.
- **Responsive**  
Being responsive to changing priorities and demands
- **Working Efficiently**  
Planning, prioritising and organising work to ensure work is accurate and deadlines are met
- **Sharing Information**  
Sharing information and knowledge whilst maintaining confidentiality
- **Focus on Learning**  
Taking responsibility for keeping knowledge and skills updated and for seeking opportunities to develop further
- **Commitment**  
Awareness and understanding of goals, vision and values and how your role impacts on this and going the extra mile to meet role requirements
- **Driven**  
Drive and determination to deliver results
- **Accountable**  
Taking responsibility for appropriate decisions that you make, and the actions and behaviour you demonstrate

- **Embracing Change**

Openness to embracing change within the organisation and being able to adjust plans/activities accordingly

- **Motivated**

Motivation towards achieving quality results to maximise potential

- **Team Player**

Working as part of a team by being supportive, flexible and showing respect for each other

## Team Member Behaviours

### Work as One MSI

- You contribute, use, and share accurate data and evidence to improve understanding, insight and decision-making across MSI, enabling us to maximise our ability to influence others.
- You share relevant knowledge, expertise and resources to strengthen teamwork and prevent duplication of effort.
- You actively work as part of a team, providing support and flexibility to colleagues, demonstrating fairness, understanding and respect for all people and cultures.

### Show courage, authenticity and integrity

- You hold yourself accountable for the decisions you make and the behaviours you demonstrate.
- You are courageous in challenging others and taking appropriate managed risks.

### Develop and grow

- You seek feedback to enable greater self-awareness and provide the same to others in a way which inspires them to be even more effective.
- You manage your career development including keeping your knowledge and skills up to date.

### Deliver excellence, always

- You strive to consistently meet and exceed expectations, putting clients at the centre of everything, and implement smarter, more efficient ways of performing your role.
- You build and maintain effective long-term working relationships with all stakeholders, and are a true MSI ambassador.

### Leadership (For Leaders only)

- You inspire individuals and teams, through situational leadership, providing clear direction.
- You seek and provide opportunities which motivate team members, helping to develop skills and potential whilst strengthening our talent and succession pipeline.
- You are aware of emerging developments in our sector, demonstrating strategic insight about our clients and business and encourage this in your team.
- You articulate a vision of the future which inspires and excites others.

## MSI Values

- **Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

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- **Client centred:** We are passionate about our clients and dedicate our efforts to delivering agreed objectives to the highest possible quality.
- **Accountable:** We are accountable for our actions and take responsibility for everything we do to ensure long term sustainability and increased impact.
- **Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.