Job Description
Head People & Organisational Development.
A. About the role

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Head People and Organisational Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Place of work:</td>
<td>Kampala, Uganda</td>
</tr>
<tr>
<td>Grade:</td>
<td>G</td>
</tr>
<tr>
<td>Contract type:</td>
<td>3 years fixed term</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Country Director</td>
</tr>
<tr>
<td>Manages:</td>
<td>Administration Coordinator</td>
</tr>
</tbody>
</table>

B. Job Purpose

You are a member of the Senior Management Team who will provide strategic and technical responsibility for all people management functions within the country programme to enable optimal decision-making for the successful delivery of the WaterAid Uganda strategic plan. You will act as a strategic advisor and partner to the WaterAid's leadership and management teams. Your role involves aligning people and organizational strategies to drive overall business success.

You will provide functional guidance and advice to staff and management on related organisational initiatives that ensure the well-being and effectiveness of both staff and the organization as a whole.

You will play a crucial role in creating a positive work environment, nurturing talent, and fostering a culture of performance, collaboration and growth in line with WaterAid people practices.

C. Main Responsibilities and Duties

**Strategic Leadership**

- Define, develop and implement WaterAid Uganda people vision to support the country programme’s ambitious strategy. Provide clear and inspirational people management to motivate and develop teams to deliver high quality services.
- Review the country programme’s operating model and workforce planning approaches to ensure optimal organizational structures are in place to support focus, growth, scalability and employee satisfaction. Act as a change agent by looking for new ways to improve employee experience and engagement.
• Provide guidance and recommendations on the most complex issues, supporting senior management team in all related people areas including recruitment, performance management, succession planning, retention, talent development, compensation and rewards, employee relations, employee engagement and wellbeing.

• Work with the wider Regional and Global People team to support the development and delivery of global and regional people projects, sharing learning and resources across the network.

• Provide guidance to senior management and lead on all partner organisation health capacity assessments to ensure that people management essential standards and organisation systems quality frameworks are being met as per statutory and industry requirements.

• Collaborate with line managers, and employees to develop and implement people programmes that enhance cohesion, engagement, and development.

• As a trusted advisor, provide guidance on leadership development, change management, and employee relations issues.

• Support WaterAid Uganda in fostering an inclusive and diverse work culture, ensuring equal opportunities for all employees.

People Management

• **Resourcing:** Identify skills and capabilities required to deliver current and future CP work. Develop an annual resourcing plan, support and challenge managers to make timely resourcing choices which secure the best talent. Use appropriate, effective and creative recruitment and selection approaches.

• **Induction and orientation:** Ensure new and transitioning employees receive planned, effective and timely induction, and coach managers on their role in delivering this.

• **Identify and maximise potential:** Support managers in identifying and maximising potential and drive development through succession planning and individual development planning to meet CP skills & capability needs. Build the capacity of line managers on people management and staff engagement.

• **Learning and Development:** Coach Managers to identify employee learning and career aspirations and agree effective development plans. Recommend suitable learning methods and develop an annual CPs learning and development plan, supported by learning initiatives from the global people team.

• **Leadership and Management Development:** Work with the Regional People Lead and global Leadership and Engagement Teams to build Line Manager capability and behaviours.

• **Compensation and benefits:** Manage and continuously improve CP reward ensuring an appropriate mix of pay, benefits and non-pay rewards in line with WaterAid's reward principles and national legislation. Contribute to reward benchmarking and coach managers in talking to employees about total reward. Ensure payroll and reward is delivered and communicated effectively.

• **Employee Engagement:** Foster high levels of employee engagement, including staff participation in the Global Employee Engagement survey (GEES) and line manager capability, activating GEES action plans. Promote practices that deepen understanding of organisational culture and values; nurture a motivating work environment consistent with WaterAid’s values and approach.
- **People Policies and Processes:** Develop and maintain all CP people policies, processes, administration. Ensuring the staff handbook is kept up to date and in line with current statutory legislation and WaterAid global policies (i.e., employment contracts, starters, leavers and change processes) and standards. Provide in-country management and user support on WaterAid Human Resources Information System (People Place).

- **Employee Relations:** Provide specialist advice and instruction to managers on employee relations issues (i.e. disciplinary, grievance, capability, bullying and harassment) in line with CP policy, Global WaterAid policies and statutory legislation, working with legal providers as needed.

- **Diversity Management:** Give accurate and appropriate advice, training and support to managers to recognise, respect and enable diversity and inclusion.

- **People Reporting:** Collate and accurately analyse people data and metrics for use within the Country Programme and organisational wide people reporting.

- **Work with the wider Global People team:** Support the development and delivery of global and regional people projects, sharing learning and resources across the network.

- **Employee Safeguarding:** Develop comprehensive policies and procedures related to employee safeguarding. This may include creating guidelines for reporting concerns, managing employee security, handling complaints, and ensuring confidentiality. This will involve promoting a supportive and empathetic culture where employees feel comfortable seeking help.

**Organisational Development**

- **Organisational capacity assessments:** Carry out organisational, capacity assessment; develop and implement effective and sustainable capacity development interventions and programs.

- **Embed a Performance Management Culture:** Embed and role-model strong performance management culture and processes. Coach staff and managers in agreeing SMART appraisal objectives, holding honest conversations, delivering feedback and recognising success. Hold managers accountable for managing under/poor performance and implementing performance improvement plans where required.

- **Support and deliver effective change management:** Support managers to implement, communicate and sustain change programmes by ensuring clarity on the rationale for change, the future vision, what needs to be done and the expected impact. Bring HR expertise to diagnose the change requirements across structure, people, skills and ways of working.

**Administration**

- Supervise the development and implementation of effective administrative systems and processes for the CP.

- Develop and review of administrative policies for the CP while ensuring compliance.

**Safeguarding & Safety & Security**
• Support the Country Director in creating and maintaining an environment which upholds WaterAid’s Global Code of Conduct and associated safeguarding and child protection policies.
• Work with the senior management team to ensure that Safeguarding, Child Protection, and Gender Equality policies are fully embedded in project design and implementation as well as relationships with all actors. Ensure that comprehensive health, safety and security measures (e.g. risk management plans, local security protocols) have been put in place when designing programmes / project and are consistently upheld during their implementation.

D. Key Competences, Skills, Experience, and Knowledge

Qualifications, Knowledge, Skills, and Experience

Essential

• Bachelor’s degree in Human Resources Management or a related field, with Master's degree in Human Resources Management, Organisational Development, Organisation Psychology, labor relations or Business Administration.
• Professional Human Resource qualification such as SHRM-CP, IPD or similar certifications. Candidates with part qualifications or working towards certifications and having other experience may be considered.
• A minimum 10 years Human Resource and Organisational Development experience with 7 of these years within SMT, having supervisory role and managing the HR and OD Department. With 5 year within development sector.
• Highly proficient in organisational capacity assessments, recruitment, employee relations, reward, performance management, employment legislation, change management, organisational design, capacity building, policy and processes and learning and development.
• Strong demonstrable experience of Human Resources planning, recruitment, design and implementation of progressive HR strategies, systems, procedures and practices
• Formal coaching education experience leading and coaching cross-functional teams and managing teams of professionals
• Knowledge of labour laws and highly competent in interpreting and applying statutory legislations.
• Excellent people management capabilities and relationship management skills. Proven ability in building strong working relationship with colleagues and a variety of stakeholders
• Strong IT skills particularly MS Word, Excel and Outlook, with experience of using HR databases, online recruitment tools and Intranets.
• Well-organized with strong attention to detail and follow-through, with the ability to prioritize tasks to meet deadlines

Desirable:
- Competency in WaterAid common approaches to work including partnerships, convening, inclusion, systems strengthening, creating behavioral change, and mainstreaming gender and inclusion of youth.
- Analytical and numerical skills to produce and distil accurate information; critical thinking, logical and systematic in approaching issues, and making decisions.
- Experience with gender equality and climate change

### Behavioral competencies

- Good leadership qualities, team player and problem-solving skills; should be able to draw confidence and support from others.
- Commitment and modeling WaterAid’s values, on Accountability, Integrity, Respect Collaboration, Courage, and Innovation
  - Self-motivated with excellent interpersonal skills and capacity to understand and work with a diversified multicultural and multifunctional team.
- Skill of team building, coaching, mentoring, problem solving and conflict resolution.
- Personal integrity, flexible attitude, sense of transparency, proactive and has respect for gender, diversity and organizational cultural.
- Cross-cultural awareness and sensitivity.
- Strong proven delegation, and prioritising skills.
- Flexible, patient and adaptable to a changing environment.

### E. Signatures

<table>
<thead>
<tr>
<th>Approved by:</th>
<th>Date</th>
<th>Signature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head People, OD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country Director</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

WaterAid is committed to ensuring that wherever we work in the world there is no tolerance for the abuse of power, privilege or trust. WaterAid reinforces a culture of zero tolerance towards any form of inappropriate behaviour, abuse, harassment, or exploitation of any kind. The safeguarding of our beneficiaries, staff, volunteers and anyone working on our behalf, is our top priority, and we take our responsibilities extremely seriously. All staff and volunteers are required to share in this commitment through our Global Code of Conduct. We will conduct the most appropriate preemployment references and checks to ensure high standards are maintained.

WaterAid is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. We particularly encourage applications from women who are underrepresented at this level in the organisation.