



Job Description

Job Title: Human Resource and Administration Officer (HRAO)	Title of Supervisor: Chief Executive Officer
Department/Function: Human Resource and Administration	
Direct reports: Administrative Drivers, Office Assistants (Cleaners, Kitchen Assistants, Riders)	Location: Nairobi
Job Objective	
<p>The Human Resource and Administration Officer (HRAO) plays a pivotal role within the organization. They will be responsible for the overall Human Capital as well as ensure the smooth running of the day-day operations of the organization. In essence the Human Resource and Administration Officer serves as a strategic partner to the organization, ensuring that its human capital is well-managed and contributing to its overall success of the organization.</p>	
Duties and Responsibilities	
<p>Their responsibilities often encompass a wide range of tasks, from recruitment and onboarding to administrative duties and employee relations. The Core role and responsibilities include:</p> <ol style="list-style-type: none"> 1. Recruitment and Onboarding: <ol style="list-style-type: none"> 1.1. Identifying and sourcing suitable candidates for open positions based on departmental / organizational needs (internal and external). 1.2. Conducting interviews and assessments to select the most qualified individuals. 1.3. Managing the contracting, onboarding process, including paperwork, and orientation. 1.4. Ensuring that all staff recruited align to the organization’s culture and value 2. Employee Relations: <ol style="list-style-type: none"> 1.1. Building and maintaining positive relationships with employees. 1.2. Handling employee inquiries, complaints, and grievances. 1.3. Facilitating conflict resolution and mediation. 1.4. Advising the organization on how to professionally and legally deal with employee matters. 1.5. Managing staff retention and continuous engagement utilizing various strategies. 1.6. Attrition management to minimize employee turnover and improve retention. 3. Compensation and Benefits: <ol style="list-style-type: none"> 1.1. Administering payroll and ensuring accurate and timely payments. 1.2. Managing employee benefits programs, such as health insurance, provident retirement plan, and leave / time off. 1.3. Ensuring compliance with labor laws and HR related statutory and regulations. 1.4. Conducting periodic pay surveys to advise the organization and ensure compensation structures are fair and competitive 	

4. Performance Management:

- 1.1. Developing and implementing performance appraisal systems.
- 1.2. Supporting departmental manager's performance reviews and providing feedback to employees.
- 1.3. Identifying training and development needs.

5. General Office Administration:

- 1.1. Managing office supplies and equipment including maintenance and repairs
- 1.2. Maintaining employee records and files.
- 1.3. Coordinating travel arrangements for staff.
- 1.4. Scheduling meetings and reserving rooms for use
- 1.5. Handling general administrative duties

6. HR and Office Administration – Policy Development and Implementation:

- 1.1. Creating, implementing, and enforcing HR and Office Administration policies and procedures.
- 1.2. Providing support and insights for all HR and Office Administration processes
- 1.3. Ensuring compliance with employment laws and regulations.

7. Succession Planning:

- 1.1. Implementing and managing succession planning by creating / developing a talent pool for business continuity

8. Volunteer HR Support:

- 1.1. Supporting the Volunteer arm of the organizations in HR related matters

9. Training and Development:

- 1.1. Designing, implementing, and managing learning and development interventions for staff to perform at optimal levels
- 1.2. Coordinating and conducting essential training for HR policies & processes, labor laws, health and safety and other related essential trainings to all staff

10. HR Reporting:

- 1.1. Collecting, analyzing and presenting data related to human resources activities to management and the HR Committee

11. Other:

- 1.1. Any other duties related to this role allocated by supervisor or any person in authority.

Key Performance Indicators (how does success look like in this role)

To be shared upon joining

Key Competencies

- 1. **Strong interpersonal skills:** Ability to build relationships, communicate effectively to all stakeholders, and resolve conflicts.
- 2. **Organizational skills:** Attention to detail, ability to prioritize tasks, and manage multiple projects simultaneously.
- 3. **Problem-solving skills:** Ability to identify and address issues in a timely and effective manner.
- 4. **Knowledge of HR laws and regulations:** Understanding of employment laws and best practices.
- 5. **Proficiency in HR software:** Familiarity with HR management systems and tools.
- 6. **Excellent communication skills:** Ability to write clearly and concisely, and present information effectively.

7. **Strategic decision-making skills:** Ability to analyse complex information, considering multiple perspectives, and make informed choices that align with an organization's long-term goals.
8. **Versatility and Adaptability:** Ability to work without constant supervision and as part of a team.
9. **Proactive and Self-motivated:** Commitment to continuous personal growth, self-improvement, and lifelong learning
10. **Effective in Challenging circumstances:** Ability to work under pressure and tight deadlines, remain focused, and productive.
11. **Integrity and Honesty:** Ability to build trust, adherence to strong moral and ethical principles, transparency and reliability in both personal and professional life.

Job specifications (Minimum Education, Qualifications, and Work Experience)

- Bachelor's / Master's degree in Human Resource Management, Commerce or Administration
- Certifications: CHRP-K
- Membership: IHRM
- At least 5 years of relevant experience where at least 2 years should be in supervisory level
- Strong understanding of the role of FKE
- Familiarity with Office Productivity Tools (Microsoft 365, MS-Office)
- Project Management skills

Acceptance And Sign Off

Name of Jobholder:

Signature:

Date:

Supervisors name:

Signature:

Date: