



Field Human Resources Services Manager Job Description

Location	Sydney (Broadway) Flexibility for partial work from home
Reporting to	Head of Field Human Resources
Travel	International & Domestic
Supervising	Field Departures Coordinators x 2
Status	Permanent / Full time 37.5 hours
Band / Grade	[Band / grade tbc]
Date:	Nov 2022

Organisational Context

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organization that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF provides assistance to populations in distress irrespective of race, religion, creed or political convictions.

The Australian Section of Médecins Sans Frontières was established in 1995 and is one of 21 sections, 24 associations and other offices that form the MSF global movement providing oversight and expertise, funding and staff for field operations and communicating on the needs of our patients. MSF Australia deploys between 100-200 field staff per year from Australia and New Zealand. The organization secures an annual revenue of AUD 100 million in untied funds. The Australia section hosts a Medical Unit in Sydney bringing specialized expertise in the field of Women's health and Paediatrics in support of our operations overseas. MSF Australia has over 120 office staff and an active association of over 300 members.

Overall Responsibility

Under the leadership of the Head of Field Human Resources, the Field HR Services Manager (FHR SM) leads the Field HR Services hub by developing the necessary services and related policies in support of the fieldworkers and MSF humanitarian operations, and guided by compliance with internal and external laws, guidelines and policies.

The Field HR Services Manager provides direction, guidance and support to the FHR Services hub team; and liaises with other Field HR teams (career management, recruitment, L&D, Operational Directorates) as well as with Business Operations (Finance, Payroll, Legal), Domestic HR teams and the relevant International Platforms (Administration, Compensation and Benefits, Insurance, Travel).

The FHR SM ensures the FHR Services hub team manages administration, employee enquiries, FHR services advice and operational delivery across all the following areas of HR: contracts, expenses, travel, visas, payroll, insurance, HR policies, workplace health and safety. Responsibilities include:

Strategy and Planning

- Contribute to the MSF Australia strategy and planning activities, including the Field HR Department strategy and planning
- Lead the strategy and planning activities for the Field HR Services
- Implement relevant areas of the FHR Department and Field HR Services strategies and actions plans
- Accountable for the relevant FHR Department and Field HR Services strategic goals and report on progress and achievements

Finance and Budget

- In collaboration with the Head of Field HR and other Field HR Managers, provide input and support to the development of the annual budget and multi-year forecasting for the FHR Department
- Responsible for financial forecasting, budget management and accountability of all Field HR Services activities
- Ensure efficient and effective use of financial resources by the Field HR Services team

Team Management

- Manage and lead the Field HR Services team, providing guidance and support as required
- Management responsibilities include learning and development, goal setting, regular feedback
- Create a collaborative and positive work environment at all times
- Ensure effective communication and engagement within the department and with other departments of MSF Australia and across the MSF movement
- Support Field HR Services team in creating and maintaining good relationships with their counterparts across the MSF movement
- Ensure staffing resources are available to meet operational needs, and manage contingency planning to address workloads emerging from unforeseen events (e.g. large-scale humanitarian emergencies)

HR services

- Policies and procedures (contract administration, compensation and benefits, insurance and travel):
 - Responsible for the design and implementation of the MSFA specific policies
 - Ensure the MSF International policies are understood and applied
 - Review policies on a regular basis to ensure best support to fieldworkers and operations, as well as compliance
 - Seek legal advice to support policy and procedures compliance
Disseminate to and engage the key stakeholders throughout the MSF movement (fieldworkers, MSFA team, other MSF sections, IHR)
- Work Health and safety and insurance:
 - Management of the Workplace, Health and Safety NSW workers compensation cases and reporting
 - Ensure the insurance systems are set up and implemented as per MSF requirements and that fieldworkers are covered as per policy and Australian requirements
 - Oversee the FHR Services advisors in the support to fieldworkers for the management of complex insurance claims

- Compensation and benefits implementation:
 - Act as the MSFA expert for all MSF International compensation and benefits policies
 - Manages their implementation for MSF Australia, in line with Australian requirements and compliance with Australian Minimum Wage
 - Ensure understanding and implementation by the FHR Services advisors
 - Oversee the monthly payroll preparation by the FHR Services advisors, and ensure final payroll approval (monthly data and international compensation and benefits policies and systems)

- Contracting and fieldworkers services management:
 - Ensure contracting is compliant with our overseas contracting obligations and supports the deployment for MSFA fieldworkers for the delivery of MSF operations (systems, processes, templates, ...), and in line with the international MSF Framework Agreement
 - Oversee the FHR Services advisors in their management of policies and procedures and administration throughout the fieldworkers employment lifecycle
 - May be required to directly manage complex cases as they are brought up by the Field HR Services advisors
 - Oversee the management of fieldworkers expense claims and approve said expense claims

- Assignment related movement:
 - Ensure that movement management is adapted to the security requirements and to the reality of humanitarian context and specific requirements
 - Oversee the management of travel and visa arrangements, and the coordination of departures and returns with OCs and Career management
 - Ensure the management of movement contributes to the retention of fieldworkers

- Vendor management (related to deployment):
 - Responsible for RFPs and contract negotiations
 - Ensure compliance with Business Operations and supply requirements
 - Ensure most optimal use of MSF funds (pricing, quality of services)
 - Manage supplier's performance

Departmental

- Responsible for the implementation of data privacy and retention rules in collaboration with relevant parties for Field HR
- Contribute to the ongoing continuous improvement of Field HR department
- Undertake such other activities as may be required by the Head of FHR.
- Pro-actively take part in and support the partnerships, primarily with MSF France and MSF Switzerland as well as other OCs and partner sections when applicable.
- Take an active role in familiarizing and engage in international issues that have a direct effect on the deployment of MSF A field staff.
- Participate as required in international meetings related to the position.
- Undertake other FHR related tasks and activities as required.
- Undertake ad-hoc projects as required.

Selection criteria

Essential

- Human Resource Management or equivalent tertiary qualifications
- Demonstrable knowledge and professional experience in HR management, and HR Services management (contracts, insurances, WHS / Duty of care)
- Demonstrable knowledge and professional experience in Compensation and Benefits systems, HR policies design, implementation and maintenance, and related laws (fiscal and labour law)
- Ability to work at a strategic level while being hands on
- Demonstrable experience in managing small to medium teams
- Ability to proactively network and build professional relationships at an internal and external organisational level
- Experience in working with and maintaining HR processes and Information systems
- Basic financial management skills, including budgeting
- Experience in project management and change management
- Strong written and oral communication skills
- Strong usage skills for standard applications (Outlook 365, incl Word, Excel, PPT, Access)
- Ability to prioritise and work productively in a fast-paced high-pressure environment
- Ability to work independently and within a team
- Able to travel (domestic and international) and work outside regular office hours
- Ability to adapt to the changing needs of an operational organisation
- Fluent in written and spoken English
- Current right to work in Australia

Desirable

- MSF experience (HQ or Field)
- Capacity to review and improve administrative systems
- Ability to speak a 2nd language (ideally French)
- Experience and knowledge of MSF internal processes and structures

In MSF Australia, we believe the following 5 values form the foundations of our culture – **Transparency, Respect, Understanding of Diversity, Stepping In** and **CollaboraTion**.

At MSF Australia we value T.R.U.S.T as an essential element to how we operate and believe that these organisation values flow from this trust that we build.

Applications

You should write a cover letter indicating why you want to work for Médecins Sans Frontières Australia and attach a copy of your CV.

Please note that a criminal record check may be required as part of the selection process. Applicants with criminal records will not automatically be ineligible for the position they are applying for. Médecins Sans Frontières Australia has a Child Protection Policy in place and all employees are required to comply with this policy.

Médecins Sans Frontières Australia is committed to creating an inclusive workplace for all our staff. We believe that a diverse team helps us better serve those most in need, we encourage flexibility (in all its forms) and we encourage people from a wide range of backgrounds to apply for this role,

including Aboriginal and Torres Strait Islander peoples, LGBTQIA+, people from other culturally and linguistically diverse (CALD) backgrounds and people with disabilities. People with a disability can request support from our Domestic HR Department if you think you may require reasonable adjustment during the recruitment process.

Applications and enquiries to:

officerecruitment@sydney.msf.org