

Department:	People
Responsible to:	Country Director, Zambia
Location:	Chipata, Zambia
Contract length:	Permanent

Our vision

That every child receives one daily meal in their place of education and that all those who have more than they need, share with those who lack even the most basic things.

Our mission

To enable people to offer their money, goods, skills, time, or prayer, and through this involvement, provide the most effective help to those suffering the effects of extreme poverty in the world's poorest communities.

Our values

Confidence in the innate goodness of people – respect the dignity of every human being and family life – good stewardship of resources entrusted to us

Job Purpose

The Head of People & Culture, will be an integral member of Mary's Meals Zambia (MMZ) Senior Leadership Team and will have responsibility for ensuring that a strategic approach to people issues is maintained, promote good management practice, and strengthen HR capacity throughout the programme affiliate. The role will develop and implement annual HR and L&D plans that are aligned to the Global People Strategy, meet the operational and strategic needs of the programme. Develop, monitor and review HR policies, procedures and practices to ensure that HR, L&D and Safeguarding operations meet the needs of the programme, are compliant with labour law, best practice and MM's values and culture and provide inspirational leadership of the MMZ People team.

Key activities

HR Operations and Compliance

- Maintain oversight of the People Frameworks in place in MMZ to ensure that policies, procedures and practices are legally compliant and in line with MM's values.
- Ensure that MMZ's Safeguarding Framework and associated initiatives are implemented and ensure safeguarding standards are integrated into all relevant HR and operational processes.

- Take a proactive approach to HR compliance, legislation and risk management, ensuring risks and issues are identified, addressed and reported.
- Support the Senior Leadership Team in the review and implementation of pay and reward policies to ensure compliant, competitive and cost-effective salaries and benefits package are in place.

HR business partnering, advice and guidance

- Provide expert advice and guidance to managers on HR matters, supporting managers in dealing with recruitment, complex casework, performance, attendance, disciplinary, grievance and employee relations issues.
- Ensure that any issues that arise in the programme are managed and resolved efficiently in line with organizational standards and best practice.
- Lead the management of organizational development and change processes including restructures, expansions and contractions. Ensure that any process are effectively scoped and managed with risks identified and minimized and all employees supported throughout.

Management and Leadership

- Lead the HR team and function in Mary's Meals Zambia, ensure the team has the necessary skills, competencies, objectives and development plans in place to provide excellent service to the Programme Affiliate.
- Maintain oversight of the People Team's work and performance, monitoring activities and ensuring the effective implementation of work and business plans.
- Develop, implement and monitor annual strategic and operational plans that identify HR priorities and translates organisational requirements into effective HR operational workplans.
- Manage delegated resources (e.g. budgets, equipment and contracts) as appropriate, to ensure good stewardship of resources and value for money.

Culture, strategy and engagement

- Ensure the implementation of Mary's Meals International People Strategy in MMZ to ensure that organizational culture and HR operating standards are in line with best practice and organizational values.
- Oversee the implementation and embedding of Mary's Meals Leadership Behaviours into programme operations. Support the SLT to understand and embed Aspirations into Action into programme management and leadership practices.
- Work with the MMI People Team to coordinate regular culture and engagement surveys. Analyze programme results and develop and implement an action plan in consultation with the SLT.
- Support and advise the SLT to ensure that effective communication and engagement takes place across MMZ.
- Work as part of a Global People Team to develop and deliver cross-programme projects that support the development of the global people strategy.

Organisational learning and development

- Oversee the development and implementation of a Learning and Development plan that supports strategy and delivers leadership and management development, team development and capacity building.
- Oversee the development, launch and delivery of the Programme Academy, and ensure continuous performance monitoring and evaluation mechanisms are in place.
- Develop and implement effective evaluation of all learning and development initiatives to ensure impact is being delivered and stewardship of resources.
- Lead, coach and support the senior leadership team in developing, management & leadership skills and styles across the team in Zambia.
- Implement a personal development review process and ensure it is aligned to key strategic objectives supporting development of organisational culture in line with Mary's Meals values.
- Oversee the development and delivery of initiatives to improve management capacity and understanding of HR and people management issues across the programme.
- Support line managers to develop and deliver team development and team building initiatives.

Data and HR systems

- Ensure that HR information systems, processes, documents and records are developed and maintained.
- Oversee the collation, analysis and reporting of meaningful HR data and management information. Use this data to make recommendations and develop HR initiatives.
- Develop and maintain processes and reporting mechanisms to monitor implementation of safeguarding standards and ensure compliance.
- Ensure that all internal and external reporting requirements are satisfied.

Other

- Represent the organisation externally as required, and appropriate, as a member of Mary's Meals Zambia's Senior Leadership Team.
- Ensure the maintenance of excellent relations with all of Mary's Meals partners, supporters and visitors.
- Occasional travel to Mary's Meals programmes countries may be required.

Qualifications, skills and experience	Essential	Desirable
Degree level education in a relevant subject or equivalent, with a significant post qualification experience	✓	
Strong track-record of working in a senior generalist HR position with experience of overseeing operational and strategic initiatives.	✓	

Experience of leading, motivating and developing a HR or L&D team.	✓	
Advanced inter-personal skills, with the experience of developing excellent working relationships and partnerships with people inside and outside the organisation.	✓	
Experience of supporting an organisation to identify individual and organisational training needs and designing and implementing solutions to deliver impact.	✓	
Commitment to Mary's Meals values and leadership behaviours.	✓	
Excellent Microsoft Office skills, particularly Word and Excel with the ability to use IT to develop and produce data and management information.	✓	
Proven ability of developing and effectively implementing complex projects and programmes of work.	✓	
Ability to manage competing priorities and work effectively in a busy, dynamic working environment.	✓	
A proactive and positive approach to work with the ability to apply judgement, creativity and flexibility to generate new and innovative ideas and approaches to solve complex problems.	✓	
Strong track record of developing and implementing HR and L&D strategy, policy, procedures and systems that are in line with organisational values and best practice.	✓	
Experience of developing and implementing organisational development and culture change projects and programmes.	✓	
Experience of a flexible approach to managing and prioritising a high workload and multiple tasks in a fast-paced environment with tight deadlines.	✓	
Experience of developing workforce plans that reflect organisational need.		✓
Experience of working in a charity, not for profit or a values-based organisation.		✓

Mary's Meals International manager competencies

All Mary's Meals International employees approach their role in line with the 7S competency model.

Self	<ul style="list-style-type: none"> • I build and demonstrate resilience • I lead by example • I'm authentic and true to Mary's Meals values • I develop myself and set stretching goals
Service	<ul style="list-style-type: none"> • I have a vocational attitude to my work • I inspire hope in others • I build belief that even difficult challenges can be solved • I am committed to serving and enabling all who want to be part of the global movement • I work to ensure our future will be even better than our past
Simplicity	<ul style="list-style-type: none"> • I communicate effectively • I follow clear decision making criteria • I create plans that are easy to follow and contribute to organisational goals • I embrace inclusivity and diversity • I focus on delivering results
Stewardship	<ul style="list-style-type: none"> • I pay attention to the things that matter most – (a) our physical resources; (b) our people • I nurture, develop and respect our relationships with external stakeholders • I deliver on my promises • I am happy to be held accountable and to hold others to account
Strategy	<ul style="list-style-type: none"> • I have a point of view about the future • I know our stakeholders and see our priorities clearly • I help others to work in ways that have the greatest impact • I develop strategy and translate it into action
Strengthen	<ul style="list-style-type: none"> • I create a positive work environment • I increase the capabilities of my team • I help people manage their careers • I find and develop next-generation talent
Success	<ul style="list-style-type: none"> • I ensure my team is technically competent and always developing • I build high performing teams • I ensure accountability • I am a catalyst for change

Changes to the job description

As the organisation evolves, job descriptions may need to be reviewed and may need to be changed. Such changes may be initiated as necessary by the manager of this

position in consultation with the employee. This job description may also be reviewed as part of the preparation for the annual PDR.