

**Department:** People & Culture

**Responsible to:** Head of People & Culture

**Location:** Chipata

**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 People & Culture Manager - Operations is responsible for overseeing and delivering effective HR operational services across Mary's Meals Zambia. Reporting directly to the Head of People & Culture, this role provides leadership in recruitment, payroll administration, HR compliance, employee relations, performance management, staff wellbeing, and operational HR processes. The P&C Manager - Operations supervises the People & Culture Officer, ensuring consistent and high-quality support to all departments. The role also closely collaborates with the People and Culture Manager – L&D to integrate learning and staff development into operational processes, including onboarding, performance management, and employee engagement initiatives.

## Key activities

### 1. HR Strategy, Policy and Systems Development

- Support the Head of P & C in the development and implementation of HR policies and procedures, ensuring compliance with Zambian labour laws and global Mary's Meals standards.
- Oversee the regular review and update of the employee handbook and policies, ensuring consistent communication to staff.
- Support and drive HR process improvements, proactively identifying and addressing operational challenges.

### 2. Workforce Planning and Recruitment

- Manage organizational workforce planning exercises in collaboration with departmental managers.
- Oversee recruitment processes, ensuring effectiveness, compliance, and alignment with organizational values and our policies.
- Ensure quality control and consistency in onboarding and induction, partnering strategically with the P&C Manager – L&D.

### 3. HR Operations and Systems Management

- Oversee and maintain accountability for HR data accuracy, confidentiality, and compliance.
- Ensure effective management of contracts, probation periods, and employee record-keeping.
- Analyze HR metrics regularly, providing strategic recommendations to the Head of P&C.

### 4. Performance Management and Staff Development

- Lead the effective implementation of performance management processes, ensuring managers are equipped to deliver meaningful reviews.
- Work strategically with the P&C Manager – L&D to address performance gaps through targeted interventions.
- Ensure compliance with performance management cycles and follow-ups.

### 5. Employee Relations and Compliance

- Provide expert advice to managers on complex employee relations cases, disciplinary procedures, and grievance handling.
- Monitor and manage compliance risks, providing regular updates and recommendations to senior leadership.
- Support salary benchmarking and benefits reviews, ensuring competitive positioning.

### 6. Payroll & Benefits Administration

- Oversee monthly payroll processing, statutory compliance, and accuracy of benefits administration.
- Manage relationships with benefit providers, ensuring effective administration and timely issue resolution.
- Ensure compliance and efficient handling of immigration documentation and permits for expatriate staff.

**7. Staff Engagement and Wellbeing**

- Lead the planning, execution, and evaluation of staff engagement activities, partnering closely with L&D.
- Provide oversight for employee wellbeing initiatives, recommending strategic actions based on data and staff feedback.
- Champion organizational culture initiatives and contribute actively to the P&C strategy.

**8. Exit management**

- Oversee and evaluate exit processes, ensuring compliance, data collection, and analysis inform retention strategies.
- Strategically utilize exit interview feedback to improve organizational practices and culture.

**9. Reporting and accountability**

- Manage HR reporting functions, ensuring timely, accurate, and insightful reporting to senior management and external stakeholders.
- Develop and implement action plans based on HR metrics and analyses.

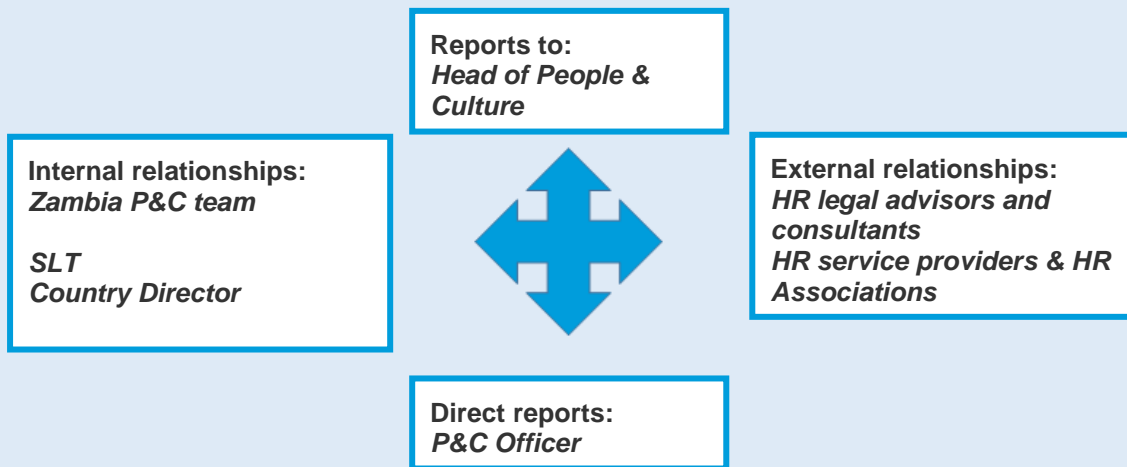
**10. Team Leadership and Development**

- Directly supervise and mentor P&C Officer(s), providing guidance, professional development, and performance management.
- Develop team capabilities, identifying growth areas and ensuring effective service delivery within the operations team.

**11. Networking and Representation**

- Participate Represent the organization in external HR forums and maintain strategic relationships with regulatory authorities and external service providers.

## Key relationships



| Qualifications, skills and experience  | Essential | Desirable |
|--|-----------|-----------|
| Relevant degree in Human Resource or Administration related field  | ✓         |           |
| Licensed member of the ZIHRM   | ✓         |           |
| Minimum 5 years' experience in an HR role with broad exposure to various HR functions.   | ✓         |           |
| Demonstrates up to date knowledge of Zambian employment law and best practice  | ✓         |           |
| Exceptional communication and relationship building skills   | ✓         |           |
| Human Resources experience in a not for profit organisation.   |           | ✓         |
| Self-motivated, goal-oriented, and capable of working independently.   | ✓         |           |
| Demonstrated a strategic approach to HR with the ability and willingness to also execute the tactical elements of the job. a global organisation |           | ✓         |
| Strong non-profit background either professionally or via personal non-profit volunteering efforts.  |           | ✓         |

|  |  |   |
|--|--|---|
| Strong planning, supervisory, and management skills. |  | ✓ |
|--|--|---|

### Mary's Meals International team member competencies

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

|                    |  |
|--------------------|--|
| <b>Self</b>        | <ul style="list-style-type: none"> <li>• I demonstrate resilience</li> <li>• I lead by example</li> <li>• I'm authentic and true to Mary's Meals values</li> <li>• I develop myself and set stretching goals</li> </ul>  |
| <b>Service</b>     | <ul style="list-style-type: none"> <li>• I have a vocational attitude to my work</li> <li>• I inspire hope in others</li> <li>• I build belief that even difficult challenges can be solved</li> <li>• I am committed to serving and enabling all who want to be part of the global movement</li> <li>• I work to ensure our future will be even better than our past</li> </ul> |
| <b>Simplicity</b>  | <ul style="list-style-type: none"> <li>• I communicate effectively</li> <li>• I follow clear decision-making criteria</li> <li>• I create plans that are easy to follow and contribute to organisational goals</li> <li>• I embrace inclusivity and diversity</li> <li>• I focus on delivering results</li> </ul>  |
| <b>Stewardship</b> | <ul style="list-style-type: none"> <li>• I pay attention to the things that matter – (a) our physical resources; (b) our people</li> <li>• I nurture, develop and respect our relationships with external stakeholders</li> <li>• I deliver on my promises</li> <li>• I am happy to be held accountable and to hold others to account</li> </ul>                                 |
| <b>Strategy</b>    | <ul style="list-style-type: none"> <li>• I have a point of view about the future</li> <li>• I know our stakeholders and see our priorities clearly</li> <li>• I help others to work in ways that have the greatest impact</li> <li>• I work to deliver my objectives</li> </ul>  |
| <b>Strengthen</b>  | <ul style="list-style-type: none"> <li>• I contribute to a positive work environment</li> <li>• I help and support those around me</li> </ul>  |
| <b>Success</b>     | <ul style="list-style-type: none"> <li>• I maintain my technical competence</li> <li>• I contribute to the success of my team</li> <li>• I am accountable</li> <li>• I embrace change</li> </ul>   |

## Changes to the job description

As the organisation evolves, job descriptions may need to be reviewed and if appropriate, 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 preparations for the annual Personal Development Review.

## Declaration of acceptance

I have read this job description and accept it.

Employee name.....

Signed ..... Date.....