



CARIBBEAN DISASTER EMERGENCY MANAGEMENT AGENCY

JOB DESCRIPTION

Position Title:	Human Resources and Administration Manager
Division/Department:	Office of the Executive Director/Human Resources and Administration Department (OED/HRAD)
Reports To:	Executive Director
Direct Reports:	Senior Procurement Officer Procurement Specialist Records & Information Management Specialist Human Resources & Administration Officer Customer Service Assistant Maintenance Asst/Driver
Date Revised:	February 2023

1.0 FUNCTIONAL RELATIONSHIPS

Works under the direction of the Executive Director and collaborates closely with the Agency's Managers and all Staff.

2.0 SUMMARY

The Human Resources and Administration Manager (HRAM) is responsible for developing and implementing the Agency's human resource strategy in keeping with agreed objectives.

This will be accomplished through the effective coordination and integration of all human resources and organisational functions aimed at achieving the Agency's strategic goals and objectives. The Human Resources & Administration Manager will also have oversight of all administrative services including management of the Agency's facility, equipment, fixed assets, procurement activities and the Records and Information Management programme.

3.0 DUTIES AND RESPONSIBILITIES

Specifically, the HRAM will be responsible for:

3.1 Human Resource Management

- 3.1.1 Plan, develop and implement strategies for HR management and development (including recruitment and selection policy/practices, discipline, grievance, counseling, work conditions, contracts, training

and development, succession planning, morale and motivation, culture and attitudinal development, performance management and quality management issues.

- 3.1.2 Develop and implement human resources goals and objectives to support the HR strategy.
- 3.1.3 Contribute to the evaluation of the HR strategy and performance in collaboration with the Management Team.
- 3.1.4 Establish and maintain appropriate systems for measuring HR management and development activities.
- 3.1.5 Develop and administer programmes, procedures and guidelines to help align the workforce with the strategic goals of the agency and to facilitate forecasting of manpower needs.
- 3.1.6 Manage and implement staffing and recruitment policy inclusive of, relocation and repatriation as required.
- 3.1.7 Plan, design, and conduct new employee orientation to foster positive attitudes toward the achievement of organizational goals and objectives.
- 3.1.8 Establish and maintain an appropriate Human Resources Information System (HRIS) for managing the Human Resources function of the organization.
- 3.1.9 Conduct periodic review of the Agency's compensation and benefits programme and job evaluation system.
- 3.1.10 Lead the development and implementation of the Staff Performance Management System (SPMS) including Performance Agreements.
- 3.1.11 Complete Performance agreements and assessments of direct reports
- 3.1.12 Investigate employee complaints and grievances including claims of discrimination and harassment within the agency, prepare reports of findings and make recommendations for action.
- 3.1.13 Conduct regular review and update of the Staff Rules and Regulations
- 3.1.14 Provide guidance and advice to managers, supervisors, and employees regarding employment-related policies, procedures, rules and regulations and recommend solutions.
- 3.1.15 Implement an in-house employee staff development/training system that addresses the organisation's training needs including training needs assessment and the measurement of impact of training.
- 3.1.16 Provide guidance and counseling to staff.
- 3.1.17 Ensure conditions of employment are maintained.
- 3.1.18 Liaise with Human Resource Sub-Committee of the Council of Ministers on all Human Resources matters.

3.2 Administrative Management

- 3.2.1 Provide proper maintenance of the Headquarters facility & equipment to ensure a safe & efficient operational environment.
- 3.2.2 Develop and implement internal policies on Health and Safety including:
 - i. the establishment and implementation of policies that promote good work/life balance;
 - ii. collaboration with the Preparedness and Response Department in order to identify all relevant hazards, accurately assess risks and implement safe operational procedures;
 - iii. the conduct of regular evacuation drills.
- 3.2.3 Maintain and keep up to date the Agency's fixed asset register.
- 3.2.4 Maintain and keep current the insurance coverage of the Agency's assets.
- 3.2.5 Oversee the provision of cost effective and efficient support services including:
 - i. meeting & logistics support for the Organs of the Agency, Conferences & other meetings as required.
 - ii. vehicle management services
 - iii. telecommunications and mail management services.
- 3.2.6 Develop and implement a renewable energy programme.
- 3.2.7 Lead the development, implementation and updating of the Agency's business continuity plan.
- 3.3 Manage and implement the Agency's procurement policies.
- 3.4 Develop and maintain an efficient Records and Information Management Programme for the Agency.
- 3.5 Supervise staff as assigned.
- 3.6 Provide inputs to the Agency's Strategic Plan.
- 3.7 Participate in Management meetings of the Agency.
- 3.8 Develop and manage the budget of the HRAD.
- 3.9 Provide monthly and quarterly reports as required.
- 3.10 Participate in disaster response activities of the agency, as may be required.
- 3.11 Perform any other duties as may be directed from time to time by the Executive Director.

4.0 OUTPUTS

- 4.1 Monthly/quarterly reports
- 4.2 Training and development programme
- 4.3 Strategic human resource plan
- 4.4 Updated salaries and benefit structure
- 4.5 Implementation of a Staff Performance Management System (SPMS)
- 4.6 Updated Staff Rules and Regulations
- 4.7 Performance Assessment of direct reports
- 4.8 Standardized employment conditions
- 4.9 Employee orientation programme
- 4.10 Updated Insurance Policies for the Agencies Assets
- 4.11 Facilities management Plan
- 4.12 Updated Procurement Policies and Procedures Manual
- 4.13 Implementation of Records and Information Management (RIM) programme
- 4.14 Renewable energy programme
- 4.15 Business Continuity Plan

5.0 CONDITIONS

- 5.1 General administrative office accommodation provided.
- 5.2 Institutional support provided through documented rules and regulations, general policy guidelines and through access to available relevant information, resources and facilities.
- 5.3 Position may require periods of travel to CDEMA member states as well as other destinations.
- 5.4 Subject to general service conditions applicable to established staff members of the Agency.
- 5.5 Required to maintain current knowledge of the responsibilities of other agencies and organizations with regional disaster management responsibilities.

6.0 EVALUATION CRITERIA

Work performance will be evaluated on the basis of the following:

- 6.1 Demonstrated administrative and human management skills
- 6.2 Timely completion of assignments and reports and ability to meet deadlines.
- 6.3 Technical accuracy and general quality of assignment
- 6.4 Knowledge and understanding of and the effective application of the

Agency's policies and objectives.

- 6.5 Teamwork
- 6.6 Review and assess the effectiveness of training programmes
- 6.7 Develop assessment techniques and evaluates staff development training programmes, methods and materials and recommends improvements
- 6.8 Reliability and initiative
- 6.9 Effective Communication
- 6.10 Timely completion and submission of monthly/quarterly reports and inputs for the Strategic Plan Reports
- 6.11 Human resource and administrative problems handled and the overall effectiveness of measures implemented to resolve them

7.0 QUALIFICATIONS AND EXPERIENCE

- 7.1 A Masters' degree in either Human Resources Management, Business Management or Social Administration or Psychology
- 7.2 At least seven (7) years human resource management experience with a minimum of three (3) years at a senior management level
- 7.3 Experience in working effectively in conflict situations.
- 7.4 Experience in and knowledge of principles and practices of human resources management
- 7.5 Training in Records Management would be an asset.
- 7.6 Experience in facilities management would be an asset.
- 7.7 Certification in procurement would be an asset.

8.0 KNOWLEDGE, SKILLS AND ABILITIES

- 8.1 Knowledge of regional human resources practices and procedures,
- 8.2 Extensive knowledge of current management trends and best practices, including change management and theories of learning and motivation
- 8.3 Relationship and consensus building abilities.
- 8.4 Knowledge of the principles and techniques of employee development and training
- 8.5 Knowledge of Human Resource Information System (HRIS) software will be a distinct asset
- 8.6 Knowledge of business continuity and contingency planning
- 8.7 Excellent analytical and problem-solving skills
- 8.8 Demonstrated leadership skills
- 8.9 Excellent interpersonal and communication skills (oral and written)
- 8.10 Ability to communicate effectively with persons at all levels.

- 8.11 Excellent planning and organisational skills
- 8.12 A capacity for independent thought and action and the ability to tender professional advice
- 8.13 Ability to manage multiple priorities
- 8.14 Proficiency in relevant computer applications
- 8.15 Flexibility & Adaptability
- 8.16 Excellent negotiation, diplomacy and advocacy skills.
- 8.17 Appreciation of workplace diversity