



## APPLICATION INFORMATION PACK

<b>JOB TITLE:</b>	HR Administrator (Field)
<b>DEPARTMENT:</b>	Human Resources
<b>HOURS:</b>	37.5 hours per week, Mon-Fri
<b>LENGTH OF CONTRACT:</b>	Permanent
<b>LOCATION:</b>	London – hybrid working (at least 2 days in the office)
<b>REPORTS TO (JOB TITLE):</b>	HR Manager (Field)
<b>SALARY:</b>	£29,612.16 per annum

### **JOB PURPOSE**

The primary objective of this role is to provide administrative services and support to the full Field staff employee life cycle, as well as coordinate the local movements of Field staff before and after their mission.

### **OVERVIEW OF DEPARTMENT**

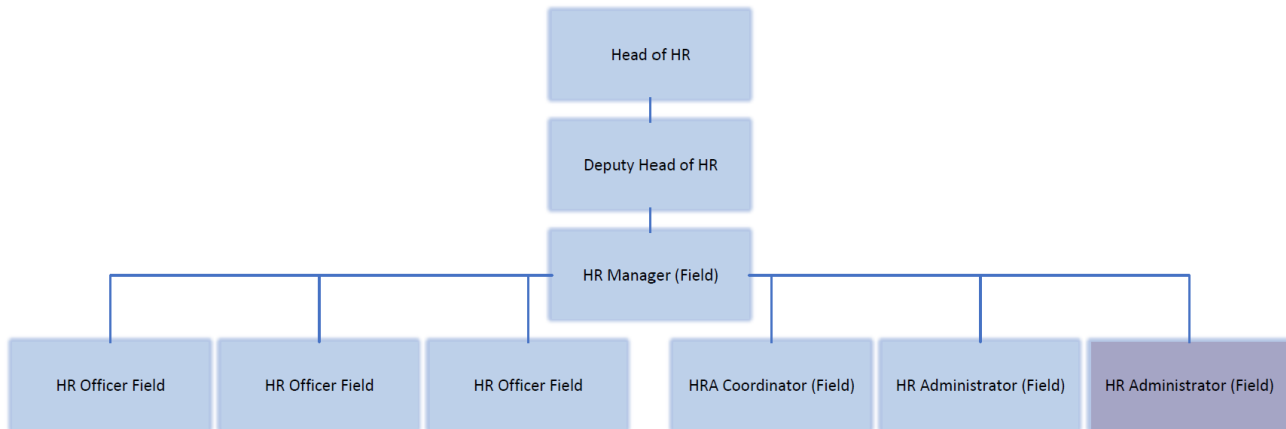
#### **HR TEAM**

The HR Function is responsible for attracting, selecting, developing and retaining high-quality medical and non-medical volunteers for MSF operations and MSF UK & Ireland office staff.

The department provides HRM support to both the MSF UK field staff and MSF UK and Ireland staff. It is actively involved in the international MSF HRM forum to promote best practice in the management and support of field staff in general and to provide more equal opportunities for UK field workers in particular. The department plays a pivotal role in building up and maintaining relationships with the UK medical community and networking with medical institutions.

In addition, the department is part of a larger 'virtual HR department' for Operational Centre Amsterdam (OCA) which comprises MSF UK/IE, MSF Germany and MSF Holland. Together the department works in partnership on all aspects of field related HRM.

## **ORGANISATIONAL STRUCTURE**



## **CONTEXT**

The HR Administrator provides administrative services and support to the Internationally Mobile Staff, working under the management of the HR Manager (Field) and in close collaboration with the HR Officers and International Support Staff Officers (at the Operational Centres). Within the wider MSF UK team, the position has responsibilities for medical, police, and reference checks together with payroll preparation for all MSF UK Field Staff. The HR Administrator also at times covers for HR Admin colleagues within the team and for MSF Ireland and is a member of the wider MSF UK/IE HR team.

## **ACCOUNTABILITIES**

- Responsible for all administration of all Field staff Employee life cycle (including contracting, payroll, benefits in place and processed; Right to Work, DBS and reference checks; visas) to ensure correct UK legislative contractual obligations and transparent reporting
- Manage all practical arrangements including travel, obtaining visas and ensuring necessary documentation is in place, in line with the MSF policies and procedures and in cooperation with the Operational Centres in order to guarantee safe and timely departure and arrival in the project with the correct legal paperwork
- Verify and update HR Information systems (database and Excel based) ensuring information on all Field Staff is accurate, complete and processed confidentially in line with GDPR to ensure correct information available at all times but especially during emergencies (such as a medical evacuation for example).
- Act as first point of contact for Field Staff queries on administration of pay and benefits and routine HR matters providing information and basic HR advice in line with organisational policy in order to ensure any queries are met in a timely and correct manner.

## **KEY PERFORMANCE INDICATORS**

- Be sure that all HR processes are up to date.
- Keep Visa Processes, HERO (database) Manual and HRA Manual documents up to date with all relevant information in HR process document- Review quarterly
- 90% of Field Staff have attended the Welcome days and Safeguarding Course
- Contracts, Pension and Insurance enrolments are processed properly
- Maintain/continue relationships with stakeholders and review relationships yearly, on how to make processes easier and improve ways of working
- Accurate monthly payroll presentation and review processes yearly

- Follow established procedures, methods and techniques to analyse and interpret information from several sources, dealing with some ambiguity and complexity
- Obtain, exchange, and provide information on mainly transactional issues, maintaining a range of established working relationships with internal or external contacts on behalf of own work area, demonstrating an understanding of the views of others in order to ensure smooth contracting and secondments (including, but not limited to travel agency, visa service provider, couriers, healthcare provider, operational centres, Referees, DBS...)

- Newly enrolled Field Staff are fully prepared pre-mission

### **CHALLENGE & CREATIVITY / DECISION-MAKING**

- Ensuring that any problems in relation to VISA applications, Police checks, medicals and references are resolved in a timely manner and do not delay staff departures.
- Ensuring that the HR database is updated regularly and in line with GDPR and other data protection requirements.
- Ensuring all CVs are scaled in accordance with IRPIL rules and all contractual processes followed especially when exceptions to the rule are requested and during time constraints
- There is more and more pressure from the operational centres to speed up our departures – pushing back on this is a challenge and needs a lot of diplomatic negotiations at times

### **KNOWLEDGE, SKILLS & EXPERIENCE**

- Solid administrative work experience, preferably in an HR department, including recruitment, preparing standard letters, documents, and data inputting, and filing
- A systematic and organized approach with an ability to follow things through and adhere to strict deadlines
- Ability to plan and manage own workload
- Confident interpersonal and clear communication skills
- Experience of supporting internal and external clients in a busy service-orientated environment
- High degree of accuracy combined with good attention to detail
- Proficient experience in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, One Drive and Yammer.

### **COMPETENCIES**

- Ability to work supportively and effectively within and across teams and build good working relationships

- Ability to work independently and under minimal supervision while exercising good judgment and using own initiative
- Ability to plan and manage own workload
- Ability to deal with people at all levels and from all backgrounds
- Responsible attitude to dealing with sensitive and confidential information
- Willing to continually update own skills and knowledge across a range of HR related subjects
- Commitment to the aims and values to Médecins Sans Frontières

## **ADDITIONAL INFORMATION**

### **Diversity, Equity and Inclusion**

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

**MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.**

### **Safeguarding**

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

### **Right to work in the UK**

**Candidates must have the right to work in the UK.** If you are not sure about your right to work status in the UK and/or would like to discuss this, please contact [recruitment.UK@london.msf.org](mailto:recruitment.UK@london.msf.org)

## **HOW TO APPLY**

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

*Incomplete applications will not be considered.*

### **Application checklist**

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

### **Recruitment timetable:**

- **Closing date for applications: 31 May 2023, 11.59pm (BST)**
- **Interviews: w/c 5<sup>th</sup> or 12<sup>th</sup> June 2023**

### **Accessibility**

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting [recruitment.UK@london.msf.org](mailto:recruitment.UK@london.msf.org)

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

For questions, issues or further information, please contact [Recruitment.UK@london.msf.org](mailto:Recruitment.UK@london.msf.org).

We look forward to receiving your application!

