



JOB DESCRIPTION

IDENTIFICATION	
JOB TITLE	Employee Relations Specialist
REPORTING TO	Head of HR Business Partnering
DEPARTMENT/UNIT	Human Resources
DURATION OF CONTRACT	Six Months (Renewable)
DUTY STATION	Nairobi, Kenya

Amref Health Africa was founded in 1957 and has since grown to become the largest African-based international health development organisation; currently implementing more than 180 programs, reaching more than 40 million people across 35 African countries; and a staff complement of over 2,000. Headquartered in Nairobi, Kenya, Amref Health Africa has offices in ten countries in Africa – Burkina Faso, Ethiopia, Guinea (Conakry), Kenya, Malawi, Senegal, South Sudan, Tanzania, Uganda and Zambia. An additional eleven advocacy and fundraising offices are located in Europe and North America.

Amref Health Africa is driven by its vision of ***'Lasting health change in Africa'*** and its mission ***'To catalyze and drive community-led and people-centred health systems while addressing social determinants of health'***. We believe that the power to transform Africa's health lies within its communities, and therefore strive to ensure that health systems are not only functional but that communities are empowered to hold these systems accountable for the delivery of quality and affordable health care.

JOB PURPOSE

The Employee Relations Specialist will be responsible for maintaining positive employee relationships and ensuring compliance with local employment laws. S/he will facilitate training and provide guidance on HR policies and procedures to all levels of management and employees. The job incumbent will implement the disciplinary and grievance handling policies and procedures, while considering the application of the law and Amref's policies, and procedures. This role is crucial in maintaining a productive work environment and ensuring compliance with regulatory standards.

PRIMARY RESPONSIBILITIES

- Develop and implement Employee Relations best practices and initiatives
- Handle employee complaints and facilitate counselling to employees as needed
- Provide guidance to management and employees on grievance-related matters and ensure consistent implementation of disciplinary procedures in the organization
- Liaise with Internal Audit and respective HRBPs to investigate employee cases; Respond to all queries raised on employee discipline matters in a fair and timely manner
- Manage the staff disciplinary process (end to end), including providing support for panel hearings, organizing for staff disciplinary meetings, preparing and being the custodian of the relevant documentation, among other critical elements of the disciplinary process
- Working closely with Internal Audit and the Legal department, participate in litigation cases for ex-staff as needed and provide critical information to support in such litigation cases
- In liaison with the legal department, advise management on the legal implications of disciplinary actions as they relate to the Labour Laws
- Monitor regularly changes in Labour laws and ensure that the HR policies and procedures are aligned to the existing labour laws

- Facilitate, collate and analyse employee feedback to inform management on crucial employee issues and advise management on appropriate action
- Conduct exit interviews, summarize findings, and discuss trends and concerns with management
- Conduct bi-monthly training session for HR Leads and line managers

REQUIRED QUALIFICATIONS

Education and Professional Qualifications

- Bachelor's degree in Human Resources, Psychology, Business, Social Sciences or related field from a recognized university
- Relevant training and/or certifications in Employee Relations

Required Qualifications and Experience

- Minimum of five (5) years of experience with three (3) years administering discipline and grievance procedures within the HR department in a high-volume organization
- Proven experience as Employee Relations Specialist or similar role
- Experience in design of employee experience journeys and employee-centred engagement initiatives

Knowledge, Skills and Competencies

- Knowledge of local Employment laws and its practical application
- Knowledge of current trends and best practices of employee relations
- Thorough understanding of dispute resolution
- Ability to remain tactful, calm, and persuasive in controversial and/or confrontational situations
- Strong negotiation and persuasion skills
- Strong analytical, problem solving and critical thinking skills
- Strong conflict management skills, with a history of successfully coaching and mentoring employees through complex, challenging, and emotional issues.
- Outstanding interpersonal skills with the ability to maintain self-control in potentially emotional grievance handling and disciplinary situations.
- High integrity
- Exceptional written and verbal communication
- Excellent organizational skills and attention to detail

HOW TO APPLY

Interested? Please visit our website <https://amref.org/vacancies/> to make your application. You will be directed to our online portal where you will need to create an account in order for you to be able to submit your application. Your application should include a cover letter detailing why you are the best fit for this position and your CV with relevant skills and experience. The closing date will be **October 04, 2023**. Only shortlisted candidates will be contacted.

Duly note that Amref Health Africa does not require applicants to pay any money at whatever stage of the recruitment and selection process and has not retained any agent in connection with recruitment. Although Amref may use different job boards from time to time to further spread its reach for applicants, all open vacancies are published on our website under the Vacancies page and on our official social media pages. Kindly also note that official emails from Amref Health Africa will arrive from an @amref.org address.

Amref Health Africa is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. Amref Health Africa is an equal opportunity employer and has a non-smoking environment policy.