NORWEGIAN REFUGEE COUNCIL

# Job Description

*A job description is a written statement that describes the employee's role and responsibilities. The role and responsibilities shall be executed within the NRC framework. The job description facilitates the recruitment process by stating the necessary competencies. It is mandatory for all positions.*

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| Position: | HR Coordinator (Fill in relevant title) |
| Reports to: | Finance Manager |
| Supervision of: | 2 HR Officers |
| Duty station: | Tehran |
| Travel: | |
| Project number: | |
| Duration and type of contract: | |

All NRC employees are expected to work in accordance with the organisation's core values: dedication, innovation, inclusivity and accountability. These attitudes and believes shall guide our actions and relationships.

## 1. Role and responsibilities

The purpose of a Support Coordinator is to implement delegated area of responsibility.

The following is a brief description of the role.

Generic responsibilities

1. Implement NRC's systems and procedures at area level
2. Ensure adherence to NRC policies, handbooks, guidelines and donor requirements
3. Prepare and submit reports and analysis
4. Ensure proper filing of all support documents
5. Management of HR & Administration team
6. Ensure adherence to NRC policies and the national labor law in all processes and procedures
7. Support NRC`s staff in HR & Administration matters
8. Enable management and HR staff throughout the Country Office in fulfilling their recruitment needs.

Specific responsibilities

- Coordinate HR related procedures (recruitment, induction, exit, trainings, staff benefits scheme,)
- Ensure development and implementation of HR & Administration systems and procedures (SOPs, HR Agresso, Workforce planning,)
- Coordinate with relevant authorities (Social Security Organization, Medical/Health insurance company, Ministry of Labor, Legal Advisor)
- Advice in personnel conflicts/ processes when relevant
- Ensure accuracy and time efficient delivery of staff salaries

Critical interfaces

By interfaces, NRC means processes and projects that are interlinked with other departments/units or persons. Relevant interfaces for this position are:

- Social Security Organization
- Insurance Company
- Legal Advisor

Scale and scope of position

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| Staff: | 1 Recruitment Technical Officer, 1 HR/ Admin Officer |
| Stakeholders: | Other HR & Administration Unit in INGOS and UN |
| Budgets: | N/A |
| Information: | Agresso, Webcruiter, Intranet |
| Legal or compliance: | Terms of Employment, Code of Conduct , NRC Acceptable Use Policies |

## 2. Competencies

Competencies are important in order for the employee and the organisation to deliver desired results. They are relevant for all staff and are divided into the following two categories:

1. Professional competencies

These are skills, knowledge and experience that are important for effective performance.

**Generic professional competencies:**

- Minimum 5 years of experience in HR Department
- Previous experience from working in complex and volatile contexts
- Documented results related to the position's responsibilities
- Knowledge about own leadership skills/profile
- Solid knowledge of computer software and modern HR systems

**Context/ Specific skills, knowledge and experience:**

- Proven knowledge and skills related to Human Resources and Administration in the Iran context and Iranian laws
- Proven expertise in Performance Management
- Fluency in English and Farsi, both written and spoken
- Excellent communication and interpersonal skills.

2. Behavioural competencies (max 6)

These are personal qualities that influence how successful people are in their job. NRC's Competency Framework states 12 behavioural competencies, and the following are **essential** for this position:

- Managing resources to optimize results
- Managing performance and development
- Analyzing
- Handling insecure environments
- Empowering and building trust

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## 3. Performance Management

The employee will be accountable for the responsibilities and the competencies, in accordance with the NRC Performance Management Manual. The following documents will be used for performance reviews:

- The Job Description
- The Work and Development Plan
- The Mid-term/End-of-trial Period Performance Review Template
- The End-term Performance Review Template
- The NRC Competency Framework

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| Interested candidates should apply ONLY via our website http://www.nrc.no (Select "Vacancies" in the right corner, then under location "Iran) no later than April 4th, 2017 (Tehran Time). Only shortlisted candidates will be contacted for technical test and interview |
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