

## Head of Support Services

### Reports To

Chief Executive Officer

### Supervises

Administrative Assistant

### Job Overview

Coordinate internal Agency support services including Admin, IT, and HR.

### Responsibilities and Duties

#### Human Resources:

- Management of day-to-day operations of HR.
- Create, implement and review and update HR related policies for the Agency.
- Developing the strategy and providing leadership for the HR function including implementation of programmes, oversight/management for all processes, tools and metrics that optimize HR services (incl. recruitment, performance appraisal system, disciplinary matters)
- Manage compensation and benefits administration.
- Manage employee safety, welfare, wellness, and health.
- Coordinate capacity building workshops internally and externally.
- Manage the training and developmental needs of Agency staff.
- Member of the Senior Management Team

#### Administration

- Manage all Agency administrative support services to ensure efficiency of the services.
- Provide direct administrative and secretarial support to the Board of Directors and the Board Sub-committees prior to, during and after meetings, to ensure the smooth execution of all Board related matters.
- Manage the services provided by the IT contractor as needed to ensure that employees' IT needs are met promptly.
- Manage the use of the RDA office space including security, cleaning and conferencing facilities.
- Management of electronic and hard copy filing system.
- Assist in resolving any administrative problems.

### Qualifications

- Bachelor's degree in human resources, administration, or related field
- 10 - 12 years of HR and administration experience; certification in HR a plus



- Experience in office management.
- Experience in managing IT
- Excellent decision-making and leadership capabilities
- Possess excellent analytical, presentation, and communication skills
- Ability to quickly/easily adjust to changing priorities/direction

## **Work Environment**

Environment: Office and field environment; travel from site to site; exposure to computer screens.

Physical: Sufficient physical ability to work in an office setting and operate office equipment; sit and stand for prolonged periods of time; operate motorized vehicles.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction