



## HUMAN RESOURCES ORGANISATIONAL DEVELOPMENT OFFICER – National Office

### JOB DESCRIPTION

#### Position summary:

The Human Resources (HR) & Organisational Development (OD) Officer is a vital member of SOS Children's Villages Namibia workforce and executive team being responsible for the general oversight and management of all the organisation's operations, including Organisational operations, administration, facilities, culture, and human resources. The HR & OD Officer strategically implements best practices to help us hire, grow, and retain exemplary talent. The HR & OD Officer position acts as the Organisational development liaison and advisor to the National Director and senior leadership to maintain and improve a "Best Place to Work" culture and as such facilitates initiatives across the organisation. This critical role will help cultivate people, programmes and processes for the organisation. This position will assess and identify capability gaps and opportunities for improvement to enable a culture of high performance; report findings and propose solutions to senior leadership. The HR & OD Officer also leads SOS Children's Villages' HR activities and plans, develops, implements and administers HR programmes for all employees. This position is responsible for development and integration of human resource programmes and associated projects to achieve strategic business goals and operational objectives.

#### A. ORGANISATION-WIDE DUTIES AND RESPONSIBILITIES:

- Support the mission, vision, and values of the organisation.
- Comply willingly to all organisational policies and procedures.
- Support all functions that attain and maintain accreditation and compliance with regulatory agencies.
- Support and facilitate positive interaction with others by exhibiting; i) individual maturity, ii respect for others, iii) a team-centred approach and iv) maintaining confidential information
- Communicate appropriate information to other departments in a timely and effective manner.
- Participate in appropriate professional development programmes to attain and maintain competency.

#### POSITION' SPECIFIC DUTIES AND RESPONSIBILITIES:

##### General Operations Management

- Formalises new operations policies and procedures where needed.
- Manages the implementation of, and compliance with, operations policies and procedures to ensure office efficiency, reliability, and compliance with best practices. Including but not limited to technology planning, contract management (i.e., liability insurance, vendors, etc.), approval processes, document storage and destruction, data management, and reporting.
- Oversight of administrative function of the SOS Children's Villages Namibia including planning and scheduling; developing and monitoring computerised information systems;



developing, implementing, monitoring and evaluating administrative systems and procedures; and personnel administration, act as staff advisor to the National Director concerning administrative matters.

- Provides monthly activity reports; attends executive team meetings and leads monthly staff townhalls and other meetings.
- Develops, tracks, and manages vendor contracts and communications.
- Manages all organisational insurance policies and completing yearly renewal processes.
- Manages the organisations databases.
- Maintains office records.

### **Organisational Development**

- Leads needs assessment for training and staff development to enhance the effectiveness of employee performance in achieving the goals and objectives of the organisation.
- Facilitates communication among employees and management. May guide departmental heads and employees on problem solving, dispute resolution, regulatory compliance and litigation avoidance.
- Provides expertise in strategy development and execution, planning and facilitation of employee relations efforts.
- Leads the planning, implementation and ongoing maintenance of labour relations, employee relations, equal employment opportunity, diversity and compensation programmes.
- Designs and develops HR training programmes for management and employees; including, but not limited to learning activities, audio-visual materials, instructor guides and lesson plans.
- Assesses effectiveness of training in regard to employee accomplishments and performance.
- Trains employees on HR issues and practices.
- Consults with management on performance, organisational and leadership matters. S/he conducts needs assessments to determine measures required to enhance employee job performance and overall company performance.
- Leads OD programmes, initiatives, and interventions by gathering/summarising data, preparing for meetings and workshops, develops tools and resources, creates project plans, and conducts research best practices, develops committees for initiatives as needed.
- Liaises with departmental heads on matters concerning the physical space, parking and relationships within the team.

### **Human Resources Administration**

- Performs all human resources-related functions, including but not limited to, overseeing disciplinary procedures, following up on grievances, and following general personnel policies and procedures.
- Ensures compliance with all national regulations concerning employment.
- Develops job descriptions in collaboration with hiring departmental heads.
- Leads hiring process in collaboration with hiring departmental heads, including scheduling interviews, helping to draft interview questions and ensures that the hiring process is happening as efficiently as possible.
- Posts open positions for hiring purposes and manages responses from respondents.
- Performs pre-employment functions including running criminal background checks.
- Creates and submits offer letters for new hires in cooperation with the National Director.



- Services the on-boarding of new hires.
- Creates files for new employees and maintains and updates files for current employees.
- Submits appropriate benefit enrolment and change forms in a timely manner.
- Provides general administration of all employee benefits.
- Manages payroll.
- Manages employee IWP reviews and ensures they are completed by established timelines.

#### **SUPERVISION/TRAINING:**

- Meets regularly with Director of Finance and Administration for supervision.
- Maintains an ongoing professional development plan.

#### **POSITION QUALIFICATIONS:**

- Bachelor's degree in human resources, Industrial/Organizational Psychology, Organisation Development or related field is required; An honours degree strongly preferred.
- At least 3 years of progressively responsible work experience. Proven track record of leading formal Organization Development interventions at different levels of system, consulting with key stakeholders to assess needs and offer recommendations/solutions to their challenges and facilitating team performance improvement and change initiative.
- Knowledgeable about instructional design methodology and application for effective learning.
- Documented HR experience and expertise.
- Well-organized, with strong attention to detail and follow-through, with the ability to prioritise tasks to meet deadlines.
- Ability to work on multiple tasks, simultaneously.
- Ability to solve problems quickly and creatively.
- High level of proficiency with Windows, Microsoft Word, Outlook, PowerPoint and Excel.
- Excellent oral, written, interpersonal communication, public speaking and presentation skills.
- Exemplary ability to manage multiple tasks using independent judgment and discretion.
- Ability to work independently and accurately in a high-paced, deadline-oriented environment.
- Ability to work under pressure while exercising discretionary judgment; make decisions when necessary with minimal direct supervision; work remotely without supervisory accompaniment.

#### **Requirements:**

- Ability to read, write and converse in English.
- Ability to communicate efficiently with staff, stakeholders, and vendors.
- Ability to remain calm and composed under stress.
- Ability to respond to emails, telephones and other auditory stimulation.
- Ability to organize
- Ability to evaluate/interpret information and make independent judgments/decisions.

Interested and qualified Applicant can email their cover letter and supporting documents to [recruitment.hr@sos-namibia.org](mailto:recruitment.hr@sos-namibia.org).

**Deadline: 01 May 2026**

SOS Children's Villages has zero tolerance either for sexual exploitation, harassment, and abuse nor for fraud and corruption, amongst other safeguarding aspects. We also provide equal employment



opportunities to all employees & qualified applicants without regard to race, colour, religion, gender, national origin, age, disability, marital status, or class. SOS Children's Villages complies with all applicable laws governing non-discrimination in employment."

This position involves working with an INGO committed to children and human rights and is subject to strict safer recruitment checks. The successful candidate will be required to complete safer recruitment checks including police and reference checks to help verify their suitability to work for SOS CV. In addition to candidates' ability to perform the duties of the post, the selection process will also delve into the candidate's motivation and approach towards safeguarding.