Overview

Job Profile Name: Chief Human Resources Officer (CHRO)
Job Code: JC1060
Include Job Code in Name: No
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Job Profile Summary:
Under the overall supervision of the Executive Director, the Chief Human Resources Officer (CHRO) leads the Global Fund’s HR Department. They translate the Global Fund strategy, objectives and mission into a compelling People Strategy and Human Resources approach, setting the vision and the ambition on organizational people matters. They ensure the business performance benefits from value-adding, high-quality HR services; and maintains HR governance that safeguards the consistent and fair treatment of the workforce.

- The CHRO is responsible for a large team of HR professionals and oversees and provides guidance and leadership to the Human Resources department and all its functions;
- The CHRO is directly responsible for managing the 3 HR pillars: HR Business Partnering, HR Communities of Expertise and HR Operational Services, while being supported by the HR Front Office team;
- They provide strategic leadership to lead the overall workforce planning and HR programs to drive business outcomes and is able to operate both at a strategic and operational level;
- The CHRO acts as a strategic business advisor to the Board Leadership, the Executive Director, the Management Executive Committee (MEC) on key organisational and management issues.

Job Description

Key Responsibilities

The Chief Human Resources Officer, as an established Management Executive Committee member, owns the following responsibilities:

1) Executive Leadership and Strategic Management

- Lead the design and delivery of robust strategic and operational people-centred solutions in support of organizational needs;
- Advise the Board Leadership, the Executive Director and the MEC on all people related matters;
- Play a critical role in bringing the Management Executive Committee Team together, designing and facilitating team retreats, and focusing on Executive organisational cohesion and effectiveness;
- Actively contribute to strategic organisational discussions and decisions by being an integral part of the MEC;
- Co-lead the organizational planning process to ensure strong alignment between organisational, human and financial priorities;
- Lead and facilitate the organizational dialogues around key people initiatives, such as Performance and Talent management, Workforce Planning, Organizational culture – including Diversity, Equity & Inclusion and the Future of Work and Leadership Development;
- Be accountable for the HR related Performance & Accountability meta processes relating to the employee management
lifecycle and workforce planning;
● Review and evaluate existing people strategies, policies and procedures to assess effectiveness and results and identify needs for updates or reforms
● Design and lead the delivery of the Global Fund People Strategy and associated actions/programs, and ensure alignment to support the organizational strategy as it evolves in a dynamic and performance-driven way;
● Lead continuous efficiency improvements in delivering HR processes and initiatives, including enhanced self-service and automation of HR transactions;
● Lead a team of HR professionals ensuring commitment to shared goals, as well as availability of the appropriate skills and competencies to deliver high-quality, relevant and seamless HR services throughout the Global Fund;
● Create an effective and open working environment within the HR Department where employees are encouraged to embrace new thinking, grow professionally and excel in providing services to clients;
● Provide clear strategic direction, guidance and ongoing coaching to managers and other employees in the HR function, set clear expectations, and empower managers to develop the employees who work under their supervision;
● Strengthen programs and systems that support leadership development, and the ongoing development of managers;
● Lead a healthy organisational culture in line with the Global Fund values, ensuring the organisation’s culture is supportive of its mission and work throughout the organisation to promote and support the culture and core values;
● Regularly provide progress updates to the Audit & Finance Committee to ensure appropriate risk mitigation, as well as other governance bodies, when relevant;

2) Workforce planning and Analytics
● Lead the design and implementation of modern and sustainable mid- and long-term workforce and talent planning strategies, supported by data analytics and trends, that translates business goals into data-driven, fact-based workforce-decisions and staffing propositions;
● Ensure optimal use of data and analytics from HRIS to assess the value of talent and upskilling, and agree on tactical human capital related investments in order to strengthen and sustain the organisation’s operating model, where required develop joined metrics and KPIs;
● Oversee the review and validation of key workforce planning activities such as the annual, 3-years workforce and 6-years workforce plans;
● Lead the creation of adjustment strategies to enhance talent performance across the organisation;
Advise on analytical findings to the MEC and proposes suitable strategies/initiatives to solve some of the capacity and/or capability gaps or risks identified.

3) Organisation design and Optimisation
   • Oversee the workplace transformation to successfully accompany the workforce and work evolution whilst maintaining and strengthening business operations;
   • Lead the development, execution and maintenance of the organisational design activities – including the framework for organisational changes rules – to allow optimal, lean and efficient organisational structure and resources allocation, that creates the right synergies and generate efficiencies to support the Global Fund mission, whilst ensuring internal equity;
   • Promote and lead continuous improvement approach, culture and activities within the HR Department and across the wider organisation;

4) Knowledge and collaboration
   • Partner with the Management Executive Committee (MEC) to ensure that HR programs and policies are aligned with business needs, and leads timely and relevant policy changes as appropriate;
   • Assess and improve organizational effectiveness through enhanced employee performance;
   • Continuously enhance human resources management at the Global Fund by benchmarking existing practices and implementing them against best practice, where appropriate;
   • Collaborate with the Chief of Staff, Appeal Board, Staff Council and Ombud as appropriate in an effort to support fair labour practices across the organisation;
   • Keep up with the latest industry/sector trends and practices to ensure optimal performance of the HR Department, factoring in the changes and evolutions of the work, workforce and workplace;
   • Oversee the development and management of partnerships with appropriate ‘sister’ organizations to optimize and ensures best possible use of staff exchanges, secondment and employment relationships;

5) Other duties
   • Serve on the Board of the Global Fund Provident Fund;
   • Serve in different Steering Committees at the request of the Executive Director;
   • Perform other duties as requested by the Executive Director;
Subject to change by the Executive Director at any time at their sole discretion.

Qualifications

Essential:
- Academic background at minimum Master’s degree level in Human Resources Management or related disciplines, or equivalent combination of education and at least 12 years of relevant senior management experience

Desirable:
- Master in Business & Administration
- Certification in organisational ethics

Experience

Essential:
- Experience in managing large professional teams, significant budgets and related resource management issues, including internal audits

Desirable:
- At least 12 years relevant senior management experience with at least 10 years + within an international multicultural setting at senior level;
- Experience in a fast-paced organizational setting;
- Strong preference for experience in both the public and private sectors.

Competencies

Languages:
An excellent knowledge of English and preferably a good working knowledge of French. Knowledge of other languages would be an asset.

Organizational Competencies:
- Global Fund Awareness
• Service Orientation
• Drive for Results
• Collaboration
• Interaction
• Adaptability

**Functional Competencies:**
• Analytical
• Business
• Human Resources
• Multicultural
• Operational Policy

**Core Competencies:**
• Personal Effectiveness
• Working with Others
• Core Expertise
• People Leadership
• Global Fund Mind-set

**Technical Competencies:**
• Demonstrated mastery of human resources and organizational development theories, methods and best practices;
• Strong track record of results in applying human resources management skills on improving business performance;
• Demonstrated strategic planning capabilities and ability to successfully operationalize strategies and bring them to practical implementation;
• Outstanding consulting and process facilitation skills at top leadership levels; proven executive coaching skills and demonstrated understanding of conflict resolution systems;
• Proven, strong work programming, project management, change management and analytical decision-making skills;
• Excellent people management skills with ability to attract, motivate and retain talent;
• Strong and proven team-building skills with established record in developing people;
• Proven track record in leading and coaching others to achieve quality results; ability to make tough decisions to improve performance;
• Demonstrated impeccable confidentiality, integrity and professional credibility;
• Track record of openness to new ideas and courage to innovate; and
• Outstanding communicator with excellent and persuasive oral and written communication skills

Leadership Competencies:
Connecting our Vision with Results
• Managing Vision and Purpose
• Strategic Agility
• Dealing with Ambiguity

Partnerships and People
• Motivating Others
• Priority Setting

Building Empowerment and Accountability
• Timely Decision Making
• Integrity and Trust
• Interpersonal Diplomacy

Additional Job Description
Key Metrics:
• Pulse surveys
• Adherence to budget forecast
• Hiring costs
• Performance & Accountability KPIs

Key Internal Relationships:
• Executive Director and Chief of Staff
• Management Executive Committee, especially: Head, Strategy & Policy Hub, CFO, Head, Grant Management, Chief Risk Officer, General Counsel, Ethics Officer, Head, External Relations & Communications, Office of the Inspector General
• Staff Council
• Ombud
• Appeal Board Chair
• Board Committees (AFC and EGC)

Key External Relationships:

• External providers when needed
• CHRO of other international organisations