

International HR Change Manager

Job description

Location: Any MSF Office*

Duration: 80%-100% position. Open-ended contract.

Reporting to: International HR Coordinator

Starting date: October 2022

Deadline to apply: until the position will be filled

*By default, employment contract is offered in the MSF office of the country of residence of the candidate at the time of application.

I. MSF INTERNATIONAL

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organisation that delivers emergency aid to people affected by armed conflict, epidemics, healthcare exclusion and natural disasters. MSF offers assistance to people based only on need and irrespective of race, religion, gender or political affiliation.

MSF International is the legal entity that binds MSF's 25 sections, 26 associations and other offices together. MSF International provides coordination, information and support to the MSF Movement, as well as implements international projects and initiatives as requested.

II. POSITION BACKGROUND

This position will be embedded in the MSF International HR team and will support International HR projects. Currently, there are two ongoing major HR projects: the MSF International Contracting Office (ICO) and the Rewards Review.

The MSF ICO: MSF recruits internationally mobile staff from >160 countries worldwide, working for five Operational Centres (OC) in 80 mission countries. Whilst these staff are contracted in 19 different Contracting Sections (depending on their country of domicile primarily) all are remunerated based on an internationally agreed compensation & benefits policy and framework call the International Remuneration Project (IRP). Approximately 50% of mobile staff are recruited from countries where MSF does not have a contracting section. These staff are, in most cases, contracted by the OC they are working for and are for administrative purposes known as "Non-Contracting Section Residents" or "NCRs". This means that they change contracting section every time they change OC, whereas to internationally mobile staff who have a domicile in a country where there is a contracting section are contracted by that section regardless of OC they work for. Because of differences in remuneration and benefits policies to take account of legal and regulatory contexts, there are inevitably differences in pay and benefits between OCs, which impact on continuity for NCRs.

These differences and difficulties with contracting NCRs led the International Platform of HR Directors (IDRH) to prioritise developing a contracting solution: the MSF ICO. This project is on a construction phase with an expected go-live early 2023.

The Rewards Review project: MSF is in the process of reviewing tangible rewards for our global workforce, recognising that existing policies and practices do not match our ambition for a diverse global workforce and do not fully support our evolving operational and organisational needs. In 2021, the MSF workforce was composed of more than 62.000 individuals working in our programmes as locally recruited or internationally mobile staff and in our offices.

The Rewards Review project will lead to the development of concrete deliverables including: a new contracting and reward packages strategy; a framework that defines the principles that inform our rewards; minimum standards for pay and benefits; and a common system for grading HQ and field positions. These deliverables involve developing new policies that will require significant changes in our HR practices.

III. PLACE IN THE ORGANISATION

The International HR Change Manager is administratively managed by the International Office (IO) and reports hierarchically & functionally to International HR Coordinator and in close collaboration with the International HR programs Communication Advisor and the ICO Manager.

IV. MAIN PURPOSE

This position will be responsible to evaluate the structural, functional and human impact of organisational changes brought about by the International Contracting Office and the Rewards Review project and implement a programme of activities to facilitate these changes in advance of and post the go-live of both projects.

V. ACCOUNTABILITIES & DELIVERABLES

For both projects:

- Maintain crystal clear 'push' and 'pull' internal communications tools (SharePoint site, Yammer Group, Newsletter, Events, etc.) specifying Why/How/What/Whom/When; Scope in/out, etc. to explain and manage expectations.
- Maintain a dynamic map of stakeholder commitment/capability through individual and group consultation.
- Maintain a dynamic map of driving and restraining forces, prioritised according to relevance (impact x control), through individual and group consultation.
- Maintain a dynamic change backlog of activities to facilitate change, working in an iterative fashion (Agile Project Management, e.g. SCRUM methodology), possibly framed on a change facilitation model (Kotter, Heath, etc.).
- Build and maintain key indicators of success in terms of action, acceptance and most importantly: value.
- Flag risks and opportunities to key stakeholders.

- Work organisational politics up, down and across, creating internal synergies.
- Research, gather and apply 'best-practice' change facilitation from inside and outside MSF.

Job requirements

- Previous experience of a senior position in MSF .
- Solid experience in change facilitation and project management.
- Excellent creative thinking and emotional intelligence.
- Excellent communication skills, with an ability present complex information succinctly.
- Excellent capacity for active listening
- Strong networking and influencing skills.
- Excellent IT skills including the use of social media, content management, Microsoft Office.
- Knowledge of MSF HR policies & processes would be an asset.
- Ability to work independently with minimal supervision
- Fluency in written and spoken English
- Fluency in another MSF working language (French, Arabic or Spanish) would be an asset.

Only shortlisted candidates will be contacted.

At MSF, we are committed to an inclusive culture that encourages and supports the diverse voices of our employees. We welcome applications from individuals of all genders, ages, sexual orientations, nationalities, races, religions, beliefs, ability status, and all other diversity characteristics.

Apply here