



Urugo-Women's Opportunity Center

JOB TITLE: HUMAN RESOURCES AND ADMINISTRATION OFFICER

Vacancy Announcement: Kayonza, April 1st 2025

Urugo Women's Opportunity Center is recruiting for the position of HUMAN RESOURCES AND ADMINISTRATION OFFICER (HR&A). This position is open to All Interested Candidates/All Sources and is available to start immediately.

The Human Resources and Administrative Officer is responsible for the smooth day-to-day running of the front office reception, handling general HR issues and administrative tasks, and also serves as the focal point for safety and Security. The Human Resources and Administrative officer will lead retainer services for recruitment, training, and development of staff, as well as oversee administrative functions.

Specific duties include but are not limited to:

DUTIES AND RESPONSIBILITIES

Compliance and Record-Keeping:

- Annually (and whenever needed) review the Personnel Handbook recommending amendments that may be needed due to changes in local conditions or labor laws.
- Periodically review personnel and recruitment files for accuracy and completeness.
- Develop standard forms and reports for HR.
- Develop processes that maintain the confidentiality of employee personal data.
- Manage timesheets for the office, ensuring timely submission, approval, accuracy, and filing.
- Manage the staff's medical and annual leaves

Employee Relations:

- Work with senior management to resolve employee relations issues pragmatically.
- Investigate employee relations issues and forward issues to the management when necessary.
- Maintain documentation on all employee relations issues.
- Work to ensure human resources-related decisions are consistent and fair.

Employee Communications:

- Prepare internal communications regarding any relevant HR issues, such as changes to the Personnel Handbook, compensation, benefits, or new policy releases.
- Draft and distribute essential announcements to all staff, following review and approval by the Executive Director

Training and Development and Performance Maintenance:

- Evaluate the need for employee training and development and recommend training programs to Senior Management



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- Oversee the coordination and implementation of annual performance reviews, ensuring that each employee receives the required review and documentation is placed in employee files;
- Oversee the probation period for newly hired staff and ensure that the required documentation is completed and filed.

Travel Arrangements:

- Handle all domestic and international travel arrangements for staff and visitors of the WOC office, including drafting visa invitation letters, hotel bookings, and transport arrangements to/from airports, in close coordination with the Adm., Finance, and logistics team.
- Maintain the list of hotels authorized for use by staff in coordination with the procurement regulations

Safety & Security focal point:

- Serve as the WOC focal point
- Ensure that all staff and activities comply with safety and security policies and procedures.
- Establish and maintain an effective and secure communications plan and functioning communications equipment for all offices and field offices.
- Ensure adequate safety and security management systems are in place, enabling programs while mitigating safety and security risks.
- Ensure that the security management plan has appropriate contingency plans developed (updated) and maintained, with contingency plans being practiced annually.
- Ensure all facilities are managed and equipped to operate safely and securely.
- Ensure all staff receives safety and security training, orientations, and briefings appropriate to their roles and as determined by the assessed risks in the operational environment.
- Ensure all safety and security incidents are reported to the designated authority on time (not exceeding 24 hours), and follow-up actions are carried out following the relevant procedures.
- Provide a security briefing to all international visitors, new hires, volunteers, and consultants.
- Ensure effective crisis management systems are in place to respond to any critical event per management policies, procedures, and templates.
- Liaise with government security bodies as needed to ensure compliance with security requirements and approvals.
- Ensure vehicle and staff movements are monitored according to procedures and that necessary safety and security equipment are available and in a serviceable condition.
- Prepare security updates and reports as required.

QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in Human Resources, Business Administration, or another relevant field.
- At least three (3) years of work experience in administration, preferably with a national or international NGO, with knowledge in safety and Security or ready to learn quickly.
- Highly organized and detail-oriented with strong analytical and problem-solving abilities.
- Ability to handle confidential and sensitive information with discretion is required.



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- Ability to work independently, prioritize tasks, meet deadlines, and take initiative.
- Excellent administrative and organizational skills.
- Good interpersonal skills and ability to work in a team.
- Fluency in English and Kinyarwanda required (reading, writing, and speaking);
- Strong computer skills in MS Word, Excel, PowerPoint, and Email
- Ready to perform additional duties assigned by supervision in line with WOC.

If you are interested in this position, please send your detailed e-mail application, High Academic Degree, CV, and cover letter in English **by April 8th, 2025**, to Careers@urugowoc.com Please include the position title in the subject line.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED. URUGO WOMEN'S OPPORTUNITY CENTER (WOC) is an equal-opportunity employer, and women and girls are strongly encouraged to apply.