



Division Manager Human Resources Operations

October 2024

About the African Development Bank

The Bank

Established in 1964, the African Development Bank is the premier pan-African development institution, promoting economic growth and social progress across the continent. There are 81 member states, including 54 in Africa (Regional Member Countries). The Bank's development agenda is delivering the financial and technical support for transformative projects that will significantly reduce poverty through inclusive and sustainable economic growth. In order to sharply focus the objectives of the Ten-Year Strategy (2024-2033), and ensure greater developmental impact, five major areas (High 5s), all of which will accelerate our delivery for Africa, have been identified for scaling up, namely, energy, agro-business, industrialization, integration and improving the quality of life for the people of Africa.

The Complex

The People and Talent Management Complex (PTVP), has the overall responsibility for attracting, developing, motivating, and retaining a strong complement of professionals, support staff and contingent staff to deliver the business of the Bank into the future. The PTVP Complex is responsible for ensuring effective systems and controls for people and talent management from talent sourcing to retirement. The PTVP Complex is also responsible for the effective administration of the Bank's benefit plans (medical and staff retirement) and ensuring the financial sustainability of these plans.

The Hiring Department/Division

The Human Resources Operations, Recruitment & Client Services Department (PTCS) focuses on interfacing directly with staff clients through integrated client services to internal and external stakeholders (through HR Operations, Recruitment and Talent Acquisition, HR Business Partnering, and Staff Engagement initiatives). This will help the Bank to achieve its strategic agenda through attraction, development, engagement, motivation and retention of a best-in-class workforce.



The Role

Role:	Division Manager Human Resources Operations
Location:	Abidjan, Côte D'Ivoire
Salary:	Competitive

Job Summary

Reporting to the Director - Human Resources Operations, Recruitment and Client Services Department (PTCS), the Division Manager, HR Operations, will work with stakeholders to: plan, develop and implement a programme of innovative human resources strategies on the transactional excellence, including the formulation, control, administration of automation of HR processes, data management and analytics, process reengineering and digitalization, contract administration for all employees; administration of benefits; and plus Payroll management. The position will ensure that the strategies related to HR operational excellence are in compliance with future HR capabilities required to transform the Bank into a world-class organization. The incumbent will identify, develop and implement proposals, strategies and programs aligned to the Bank's strategic focus and direction through HR service and transactional interventions.

Responsibilities

Human Resources Information Systems and Processes

- Lead revamping the Bank's HR Information technology and digitization process in line with the Bank's ongoing business process re-engineering under the WAKANDA project. The Division Manager will be accountable for improving HR Processes and automating initiatives.
- Develop feasibility studies and requirements analyses to justify and support the development of new and enhanced information systems to improve the division's service delivery.
- Lead a team of experts in Human Resources Information Systems (HRIS) to provide functional input needed by Corporate IT Services to evaluate continuing needs for hardware software databases and operating systems and further carry out detailed evaluations of operating systems, commercial software, and programming utilities.
- Manage and oversee HRIS projects, including system upgrade implementations and integrations.
- Conduct regular system audits to identify and resolve data discrepancies or errors.
- Develop and maintain HR databases, including employee records, payroll data, benefits information, and performance metrics. Collaborate with People and Talent Management Complex team members to identify their system needs, develop requirements, and implement solutions.



- Lead service delivery to client units and respective People and Talent Management Departments for all HR-related technology issues and system change requests.
- Clear and maintain statistics and design analytical reports in various HR business areas (recruitment, talent, career development, staff planning, general administration, payroll benefits, performance management, onboarding, etc.).

Human Resources Process Review and Digitalization

- The Division Manager shall ensure smooth and effective implementation of HR processes through technology to enhance the overall employee experience. The processes shall be constantly reviewed, reengineered, automated, and digitalized as necessary.
- Monitor progress, provide advice and guidance, approve changes by practices, recommend training, and undertake staff performance evaluations. Determine the need for special studies by consultants, develop requests for tender, and draw terms of reference for consultants.

Human Resources Administration

- Plan, develop, revise, organize, and implement the Division's work programs, set medium and long-term goals, and determine financial resource requirements (budget) to fund the various programs efficiently and effectively.
- Formulate, develop, and update HR operations processes and procedures to optimize their efficiency and reliability for effective HR operations delivery.
- Initiate and formulate new HR administrative policy frameworks or proposals to modify and improve/update existing ones as circumstances require.
- Prepare staff communications and process individual decisions regarding the administration of staff employment contract career movements and separations efficiently and promptly, in accordance with policies and procedures.
- Provide advice and guidance to the People and Talent Management team and Human Resources Business Partners (HRBPs) concerning staff issues from an HR operations perspective.
- Provide leadership in developing and maintaining systems (DARMS SharePoint) and procedures for filing and managing confidential staff files, individual staff-related documents, correspondence, circulars, policy documents, etc., to permit easy and timely retrieval.
- Oversee consultants' work to ensure that deadlines are met and that work is accomplished on time and within budgeted financial resources.

Human Resources Benefits

- Supervise the overall administration of the bank's employee benefits (Staff loans, Home Leave, Education Benefits, etc.), excluding the medical and staff retirement plans.
- Provide inputs to the design of compensation and benefits policies and procedures and define the set of compensation and benefits rules applicable to existing and newly opened Bank offices working closely with the Bank's Staff Welfare Services Compensation and Employment Policy Department (PTCW).



- Provide input in designing a staff compensation and benefits system that is internationally competitive and capable of attracting and retaining highly qualified people.

Human Resources Payroll

- Lead the administration of the Bank's payroll program accurately, on time, and by the Bank's rules and regulations.
- Lead the processing of staff remuneration benefits and employment contracts within the Bank, keeping them in line with policies and procedures efficiently and on time.

Candidate Profile

Candidates must meet the following requirements and provide clear evidence of achievements in their application, offering specific examples demonstrating their qualifications and contributions in each area.

Educational and Professional Qualifications

- Candidates must hold a Master's degree in Human Resources Information Technology/Information Systems (HRIS), Process Reengineering and Digitalization, IT Project Management, Compensation Management, Finance/Accounting, or a related discipline. Additionally, professional Human Resources Management, Project Management, Finance/Benefits Administration, HRIS, or Payroll Administration certifications will be highly advantageous. Candidates should provide evidence of how their academic qualifications and certifications have been applied in their professional careers, such as leading HR digitalisation projects or implementing innovative HR strategies.

Experience

- Applicants must have at least eight (8) years of relevant HR Management experience, with at least three (3) years in a managerial capacity, focusing on HR Information Management, Benefits, Payroll, Contract Administration, and Compensation. The candidate will have proven experience leading HR process reengineering, automation, and digitalisation initiatives within a similar organisation. Demonstrable experience in a client-centric, business-partnering environment is essential. Candidates should provide specific examples of projects or programs they have led, outlining the strategies they implemented and their work's impact on enhancing HR operations and improving client satisfaction.

Technical Skills

- Proficiency in HRIS platforms such as SAP, Oracle, Workday, or similar systems is required, as well as a strong understanding of HR processes, payroll, and benefits administration. Candidates must also demonstrate knowledge of data privacy and security regulations and how they have applied these to ensure compliance in HR data management. Applicants should share examples of how



they have implemented or optimised HR systems, detailing the outcomes of these improvements regarding efficiency, accuracy, or employee satisfaction. Additionally, experience re-engineering business processes and leading automation initiatives is critical, with specific evidence of successful projects.

Leadership and Project Management

- Candidates must possess strong project management skills, including experience leading HRIS projects such as system upgrades, integrations, or digital transformations. The ability to manage and mentor HR teams, ensuring timely delivery of HR services and aligning team objectives with organisational goals, is essential. Applicants should provide evidence of their leadership in major HRIS projects, detailing their role, the challenges encountered, and the measurable outcomes achieved. Additionally, they should highlight examples of team leadership, emphasising how they motivated their team and met key performance objectives.

Analytical and Strategic Competencies

- Applicants must demonstrate strong analytical skills to drive operational improvements, particularly in analysing HR data, including key performance indicators (KPIs). The ability to align HR operations with the broader business strategy and to innovate HR services is essential. Candidates should provide specific examples of strategic HR initiatives they have led, outlining their challenges, the solutions they implemented, and the tangible results, such as improved employee retention, operational efficiency, or cost savings. Demonstrating the ability to interpret and act on HR data to inform decision-making is key.

Interpersonal and Communication Skills

- Strong communication skills are essential for this role, as candidates must effectively collaborate with HR, IT, and other teams. The ideal candidate will have demonstrated the ability to resolve complex HR issues through clear communication and problem-solving, particularly in a multicultural environment. Applicants should provide examples of how their communication skills have facilitated cross-functional collaboration or resolved sensitive HR issues, highlighting their ability to navigate diverse work environments and build strong working relationships.

Software and Tools Proficiency

- Candidates must demonstrate competence in using the Microsoft Office Suite and other HR-related software to enhance HR functions. They should provide specific examples of how they have utilised software tools to generate reports, analyse data, or improve communication, contributing to HR operations' overall efficiency and success.



How to Apply

At this stage, all correspondence should be via Oxford HR. To apply for this post, click on the “Apply” button on the job advert page, complete our online application form, and submit your CV and cover letter as two separate documents. These documents should be prepared before applying, as they will be considered in the application process. The cover letter should be no more than two pages long and explain why you are interested in this post and how your skills and experience make you a good fit.

The document should be in PDF format: Your First Name-Your Last Name-Document Name-Date (mmyy) e.g., Pat-Jones-CV-102024-AfDB or Pat-Jones-CoverLetter-102024-AfDB.

Timeline

Closing Date: 15th November 2024

Selection Process

All candidates will receive an update regarding their application after the closing date. We advise candidates to add the role email to their safe senders list and check their spam folder regularly.

Equality Statement

Equality and diversity are at the core of African Development Bank’s values. Staff are expected to work collectively and individually to promote a constructive and sensitive approach to others from a variety of backgrounds, where the work of others is valued and respected.

Queries

If you have any queries on any aspect of the appointment process, need additional information, or would like to have an informal discussion, please email at slj@oxfordhr.com in the first instance.

About Oxford HR

Oxford HR is a B Corp certified leadership consultancy. Having worked within a diverse range of institutions, from not-for-profits and charities to governments and corporate environments, we’ve seen the powerful impact that the perfect team can have.

Finding innovative leaders can be a challenge; and yet their transition into leadership is vital to an organisation’s mission and success. We work across the globe to search for a support remarkable leaders and teams, improve their board effectiveness and support on a range of leadership functions. Learn more at: oxfordhr.com