

Head of Human Resources & Operations Job Description

STRATEGIC ENGAGEMENT LIMITED | RECRUITMENT

Job title	Head of Human Resources & Operations
Department	Human Resources and Operations, the Campus
Location	Bwanga-Katosi in Mukono District
Reports to	Head of School
Direct reports	Operations Staff; Reception Team; Security Team; Grounds and Maintenance Teams; Transport Personnel; Administrative Personnel; ICT Support Staff
Contract type	Full Time fixed term 3yrs Contract probation of six months
Residence	Resident on campus

1. Background

The institution is building an integrated campus where children and young people, including those living with chronic health conditions, can receive a good education, healthcare, psychosocial support and life-skills development.

A campus like this only works when the basics are right: the right people in the right roles, buildings that are safe and well kept, reliable transport and ICT, and a team that feels supported. The Head of Human Resources & Operations leads the people side and the practical running of the Campus, so that teachers, health workers and care staff can focus on the children.

2. Job Purpose

To lead human resources and operations at the the Campus, making sure the Campus is safe, efficient, legally compliant and well run, so that education and healthcare can do their best work.

Division of leadership. The Head of HR & Operations is accountable for HR management, daily Campus operations, procurement, physical assets, security and Campus risk. The Head of School is accountable for overall institutional leadership, approval of senior appointments and institutional safeguarding. The Head of Finance is accountable for financial controls, budget monitoring and financial records, including the financial review of procurement. Department heads, such as the Head Teacher and the Chief Medical Officer, manage their own teams day to day; the Head of HR & Operations provides the policies, processes and advice they work within.

3. Key Responsibilities

3.1 Human Resource Management

- 3.1.1 Develop, put in place and review HR policies, procedures and systems.
- 3.1.2 Lead recruitment, onboarding, induction and retention, including safer recruitment checks for everyone who works with children.
- 3.1.3 Run performance management and appraisal systems and make sure appraisals are completed on time.
- 3.1.4 Manage employee relations, and handle disciplinary and grievance matters fairly and confidentially.
- 3.1.5 Oversee staff learning and professional development.
- 3.1.6 Make sure the Campus complies with labour laws and employment regulations.
- 3.1.7 Keep staff records and contracts up to date and provide the staff data and approvals needed for payroll
- 3.1.8 Promote staff wellbeing and a respectful, positive workplace.

3.2 Operations Management

- 3.2.1 Oversee the daily running of the Campus.
- 3.2.2 Manage facilities, utilities, grounds and infrastructure, including planned maintenance and repairs.

- 3.2.3 Supervise transport, logistics and fleet, including driver standards and vehicle safety.
- 3.2.4 Coordinate ICT and administrative support services.
- 3.2.5 Keep services running smoothly across the school and the health facility, and plan for continuity when something goes wrong.
- 3.2.6 Oversee catering, cleaning and housekeeping services.

3.3 Procurement and Asset Management

- 3.3.1 Oversee procurement planning and implementation.
- 3.3.2 Make sure procurement is open, fair and documented, with approvals given at the right authority level.
- 3.3.3 Maintain physical asset registers and inventory systems, with regular checks.
- 3.3.4 Manage vendor and service provider relationships and review their performance.
- 3.3.5 Work with the Head of Finance so that purchasing stays within budget and gives value for money.

3.4 Risk Management, Security and Safeguarding

- 3.4.1 Lead Campus risk management and contribute to the institutional risk register.
- 3.4.2 Coordinate emergency preparedness, including fire, medical and security drills.
- 3.4.3 Oversee Campus security and access control, including visitor management.
- 3.4.4 Make sure safeguarding and child protection requirements are met in HR and operations, including recruitment, contractor and visitor access, transport and staff conduct.
- 3.4.5 Make sure the Campus meets national health and safety requirements.

3.5 Strategic Leadership

- 3.5.1 Serve on the Campus Senior Leadership Team.
- 3.5.2 Contribute to strategic planning and budgeting for HR and operations.
- 3.5.3 Set operational performance indicators and track them.
- 3.5.4 Report periodically to the Head of School, management and the Board.

4. Deliverables

Deliverable	Frequency	Submitted to
HR and Operations Work Plan	Annually	Head of School
Recruitment and workforce development plans	Annually	Head of School
Staff performance management system	Appraisal cycle annually	Head of School
Campus operational and maintenance plans	Annually, reviewed quarterly	Head of School
Procurement and asset management reports	Quarterly	Head of School; Head of Finance
Quarterly operational performance report	Quarterly	Head of School; Board
Annual HR and Operations report	Annually	Head of School; Board

5. Key Performance Indicators

Targets are to be agreed annually between the Head of HR & Operations and the Head of School.

Area	Indicator	Target
Recruitment	Vacancies filled within the agreed time	45 days
Safer recruitment	New staff cleared through all required checks before starting work	100%
Retention	Staff retention rate (excluding planned departures)	4%
Performance	Staff appraised on time	100%
Development	Staff with a learning plan; planned training delivered	50%
Employee relations	Grievance and disciplinary cases handled within policy timelines	100%

Area	Indicator	Target
Operations	Planned maintenance completed on schedule	100%
Transport	Vehicles inspected and roadworthy	100%
Procurement	Purchases made in line with procedure and the approved plan	100%
Assets	Asset register verified against physical stock	once a year
Safety	Emergency drills held; incidents closed on time	Four time a year; 100%
Safeguarding	Staff safeguarding training up to date	100%

6. Qualifications and Experience

Minimum Academic Qualification

- i. An Honor's bachelor's degree in human resource management or organizational psychology or business administration (Management Option) or Public Administration or Management or Arts or Social Science or any other course in the field of Human Resource Management/Public Administration and Management or Social work and Social Administration from a recognized institution.
- ii. A master's degree in human resource management, Business Administration, Organizational Psychology, or related field
- iii. Membership to the Human Resource Managers' Association of Uganda or any recognized professional HR body is preferred

Work Experience:

Minimum of six (6) years of relevant experience, of which three (3) years at a supervisory level in a reputable organization, preferably in educational institutions, healthcare facilities or NGOs.

Key Skills and Competencies

- i. Strategic Human Resource Management
- ii. Talent Development and Succession Planning
- iii. Compensation and Benefits Administration
- iv. Office Administration and Facilities Management
- v. Records and Asset Management
- vi. Working with safeguarding systems.
- vii. Risk and Compliance Management
- viii. Labor Law and Policy Adherence
- ix. Staff Engagement and Wellness Management
- x. Organizational Culture Development
- xi. Team Leadership and Supervision
- xii. Data Analysis and Decision Support
- xiii. Accountability and Integrity

Pre-appointment requirements

1. Satisfactory police clearance (Certificate of Good Conduct).
2. At least two verified professional references, including the most recent employer.
3. Satisfactory qualification, background and safeguarding checks, as required by the institution.
4. Signed acknowledgement of the institutional Safeguarding Policy and Code of Conduct.

7. Core Competencies

Competency	Behavioural indicators
Strategic leadership	Sets a clear direction for HR and operations that supports the Campus mission. Takes part in Campus-wide decisions as an equal member of the leadership team.
Human resource management	Applies HR policy fairly and consistently. Handles sensitive staff matters with care and confidentiality.
Organisational development	Builds structures, skills and culture that last. Helps teams work well across school, health and care functions.
Operations management	Keeps daily services reliable and plans ahead for maintenance and peak demand. Solves practical problems quickly.
Risk management	Spots safety, security and continuity risks early. Keeps emergency plans current and tested.
Change management	Helps people through change with clear, honest communication.
Financial and procurement literacy	Understands budgets and purchasing rules. Makes sure money is spent openly and for the right purpose.
Integrity and values alignment	Treats everyone fairly and speaks up about wrongdoing. Models the institution's values of Collaboration, Holistic Care, Empowerment & Education, Safety, Equity & Access

8. Ethics, Confidentiality and Safeguarding

The Head of Human Resources & Operations shall:

- 8.1 Promote safeguarding and child protection in everything the department does.
- 8.2 Keep employee information confidential, in line with the Data Protection and Privacy Act, 2019.
- 8.3 Make sure ethical conduct and fair, non-discriminatory treatment are the standard across all operations.
- 8.4 Comply with the institution safeguarding, whistleblowing and professional conduct policies, and protect people who raise concerns in good faith.

9. Review of this Job Description

This job description reflects the main responsibilities of the post at the date of approval. It will be reviewed whenever required, in consultation with the post-holder.