

Human Resources Program Officer

Full-time Permanent Position

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All employees of Hope Walks are expected to support and embody the following Core Values:

- **Striving for Excellence:** In all aspects of our work, we confidently pursue the highest quality of care and service for children, families, and our stakeholders.
- **Working in Partnership:** We intentionally develop constructive, long-term relationships, knowing that by working together, we maximize our impact.
- **Living with Integrity:** As Christ is our example, we act and speak with truth and consistency.
- **Serving with Compassion:** We are motivated to relieve suffering and offer hope with kindness and empathy.

This position requires the employee to be in agreement with the declarations of the Statement of Faith.

Position Title:	Human Resources Program Officer
Location:	Addis Ababa – Hope Walks Ethiopia Office
Reports to:	Director of Finance & Admin
Supervises:	n/a
Travel:	Up to 2 international trips per year to support national programs

SUMMARY

The Human Resources (HR) Program Officer will provide oversight and support to the Hope Walks country programs in the area of human resources to ensure all staff are well supported and proper practices are implemented. The HR Program Officer will also dedicate a significant amount of time to provide more direct management of human resources for the Ethiopia program due to it being the largest program in the Hope Walks network. In Ethiopia, the HR Program Officer will oversee all human resources functions, including but not limited to recruitment, staff retention and satisfaction, talent management, employee benefits, and staff contract management.

RESPONSIBILITIES

The position will support the Global Program Leadership Team and Program Managers in their oversight of all human resources–related matters in their assigned programs.

Develop an orientation program for new staff to provide a consistent onboarding experience across all Hope Walks programs and coordinate this orientation for each new staff.

Support country program external audits by providing HR–related documents upon request.

Properly organize and manage all reports and documents in Hope Walks' shared Google Drive folders, following Hope Walks' naming conventions and organizing practices.

Assist with the annual budget process in the preparation of staff salaries and costs, ensuring that all country programs are following a standard format.

Maintain strict confidentiality.

Monitors the Hope Walks programs' overall compliance with local laws and regulations affecting the human resources management functions.

Recommends and implements policies and procedures in response to changing labor laws and regulations, as well as changing dynamics within and needs of the programs.

Develops and executes plans for strategic communication of policies and procedures.

Support the organization's performance management process to ensure all staff receive a timely appraisal, the process is thoroughly completed and beneficial for staff development, and documents are properly filed.

Assess and establish solutions for staff training and professional development needs.

Complete exit interviews and make recommendations to the Hope Walks Leadership Team on possible improvements.

Specifically for the Ethiopia program, this position will be responsible for developing, implementing and managing the HR program as part of program management that supports the Hope Walks Ethiopia staff through the following ways:

Manage the program's staff benefit programs, which includes ensuring that the benefits remain comprehensive yet cost–effective.

Manage the staff compensation practices to ensure Hope Walks Ethiopia has fair salaries based on labor market data.

Monitor HR initiatives effectiveness, providing data–driven insights , and ensuring alignment with practices in human resources management.

Ensure that staff compensation and the payroll process are in compliance with Ethiopian labor law and best practices.

Serve as a member of the program's Senior Leadership Team.

Consult with the program's senior leadership team on staff relations issues, including progressive discipline up to and including termination of employment. Coach Senior senior Team in effective techniques and strategies for handling a variety of situations.

Consult with Senior Leadership Team members on issues related to the utilization of human resources to achieve organizational objectives.

Other Duties – Please note this position description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of a staff member for this position. Duties, responsibilities, and activities may change at any time, with or without notice.

EDUCATION/EXPERIENCE REQUIREMENTS

A Master's or bachelor's degree in human resource management or a related field or an equivalent combination of education and experience is required.

Minimum of five (5) years previous experience in a similar role with an international NGO or with a ministry is preferred.

Demonstrated commitment and willingness to work in accordance with the Hope Walks core values

Good interpersonal, negotiation and communication skills (both written and verbal).

Demonstrated initiative and ability to work semi-independently and solve problems.

Analytical, problem-solving, and strong communication skills in Amharic and English.

Excellent knowledge of common technology: Google Drive, Microsoft Office, Zoom.

Strong knowledge of both global and Ethiopian HR practices, employment laws, and labor regulations.

Preferred Certification in Human Resources Management (i.e. PHR, SPHR, GPHR)

COMPETENCIES:

1. Attention to Details – Able to be alert in a high-risk environment; follow detailed procedures and ensure accuracy in documentation and data; carefully monitor processes; concentrate on routine work details, and organize and maintain a system of records.
2. Initiative – Able to bring about great results from ordinary circumstances; prepare for problems or opportunities in advance; transform leads into productive outcomes; undertake additional responsibilities and respond to situations as they arise without supervision.
3. Integrity – Able to be tactful, maintain confidence, and foster an ethical work environment; prevent inappropriate behavior by co-workers; give proper credit to others; handle all situations honestly.

4. Policies, Process, and Procedures – Able to act in accordance with established guidelines; follow standard procedures in crisis situations; communicate and enforce organizational policies and procedures; recognize and constructively conform to unwritten rules or practices.
5. Communication Skills – Able to clearly present information through spoken or written English; read and interpret complex information; listen well.

Interested, qualified applicants should apply by sending their resume and cover letter to hr@hopewalks.org with their name and the position in the subject line.