

**MEDAIR APPOINTMENT:**

# HUMAN RESOURCES DIRECTOR

*"The LORD will guide you always; he will satisfy your needs in a sun-scorched land and will strengthen your frame. You will be like a well-watered garden, like a spring whose waters never fail."*

**—ISAIAH 58:11**





## INTRODUCTION

Medair embodies the compassion of Jesus Christ as we relieve human suffering in some of the world's most remote and devastated places. Medair is now seeking a Human Resources Director with primary responsibility for leadership of our human resources. You will inspire our human resources team, provide a strategic framework and bring thought-leadership on the role of Medair, and other faith-based organisations, within the humanitarian sector.

Medair saves lives in emergencies and then stays to help people recover from crisis with dignity. Our teams do whatever it takes to bring assistance where it is needed most, regardless of religion, race or nationality. We work side by side with communities and partners to leave a lasting impact.

We believe in the dignity of the people we serve; this is our first and last consideration. Therefore, we believe that humanitarian aid should be used for the purpose of upholding human dignity and not to further a particular political or religious viewpoint. The quality of our work over decades has been built on the foundation of unified teams of humanitarians, led prayerfully and serving with professional excellence.

The role of Human Resources Director is critical to how Medair lives out our values. You will bring the courage to innovate, wisdom to develop our staff teams and partners, and a commitment to provide pathways for new workers to grow as humanitarian leaders.

The Human Resources Director must embody our values, aspire to professional excellence, and lead through the experience and empathy forged through experience.

You will also be willing to carry a burden of prayer for our teams. Working with a global team of passionate colleagues, you will help Medair further mature in the following areas:

- **CONFIDENCE IN OUR IDENTITY:** You will encourage and offer an example to Medair international teams of how to integrate their Christian faith into action, expressing itself as professional excellence delivered with compassion, sensitivity and integrity.
- **CONFIDENCE IN OUR MISSION:** The needs of our suffering world are urgent. As Human Resources Director, you will significantly contribute to seeing Medair's timely and effective reach increase in line with our vision. You will be an internal and external champion for the importance of our mission.
- **CONFIDENCE IN OUR APPROACH:** You will know what it is like to be faith-led as we deliver major humanitarian programmes. You will understand the pressures and complexity that our country programme teams face on a daily basis, and keep central the leadership's desire to see them well-equipped and well-resourced for their work.
- **CONFIDENCE IN OUR ABILITY TO IMPROVE:** You will help us better navigate the strategic challenges of our times: geopolitical instability, reduced humanitarian space, increased accountability to those we serve, changing donor landscape and constant change in our world.





## ABOUT MEDAIR

Medair's mission is to bring help and hope to the suffering of this world. We seek to serve the world's most vulnerable people, including those in 'forgotten' crises, where there are few media reports to bring attention and transparency.

In an emergency, Medair teams mobilise quickly to protect the lives and health of people in desperate situations, such as when natural disasters strike or when they are caught up in the violence of civil conflicts. Once the crisis stage of an emergency situation subsides, vulnerable people need a different kind of Medair support – one that shifts away from urgent needs towards establishing infrastructure, systems, and services, and building resilience that will sustain them through future crises.

In 2022, we provided humanitarian aid to more than 4.6 million people in 13 countries. In 2023, our teams responded to the Türkiye/Syria earthquakes and delivered life-saving aid in some of the hardest-to-access places on earth. We travelled several hours to distant communities in order to provide families with supplies, vital health services and shelter, and carried out our mission in multiple conflict-embroiled countries throughout the year. The scale of global human needs is immense and growing, far outstripping the resources available to respond with the compassion they demand.

Despite funding scarcities, Medair made a conscious decision to persist with saving lives in places where our departure would have left a gap that jeopardised the survival of vulnerable families. Medair provides a flexible range of relief and recovery services, with particular expertise in health and nutrition; water, sanitation, and hygiene (WASH); and shelter and infrastructure. Medair is an active member of numerous humanitarian initiatives and networks including the Core Humanitarian Standard, VOICE, Integral Alliance and EU-CORD. Medair is also a signatory to the Red Cross Code of Conduct.







## MEDAIR'S VALUES

**Medair is united throughout the world by a set of common values.**

**INTEGRITY:** We strive to live out our values and principles consistently at every level of the organisation and in every location – from the most remote team to our international headquarters. Our desire is that as we work together in teams, our attitudes, words and actions will be true to Medair's vision and character.

**HOPE:** We seek to bring hope to people devastated by crisis and caught in apparently hopeless situations. Together with the communities we serve, we strive to make sustainable improvements and increase their capacity to build a better future.

**ACCOUNTABILITY:** We are committed to employing best practices in our management and operations, pursuing excellence in all we do. We make ourselves accountable to our supporters, our staff, and those we serve, and seek input from them to help us improve our activities and procedures.

**DIGNITY:** We believe that each person has been made in God's image and is therefore uniquely valuable and worthy of the highest respect. Consequently we reach out to all those in need irrespective of their race, gender, religion, age or nationality. Wherever possible we personalize our assistance, taking individual needs and circumstances into account and respecting the dignity and independence of the people we serve.

**COMPASSION:** We desire to relieve human suffering in times of crisis, disaster and conflict. We seek out people who are the most vulnerable, work alongside them, and offer practical support through relief and recovery initiatives.

**FAITH:** We are motivated to care for those who suffer because we follow Jesus Christ, who taught that our highest goal is to love God and to care for those in need. Our faith inspires us to give our best in all circumstances. With faith we pray for wisdom when facing difficult decisions, and for the courage to live and work in demanding and often dangerous situations.

**JOY:** As we work together to serve people in great need, we choose to nurture life-giving joy that comes from our Creator and gives us strength amidst the challenges we face and the suffering we encounter. Therefore, we seek to be thankful, united and at peace with one another, to share our burdens and encourage one another, and to celebrate together.





*'The places where we work are not easy, physically or emotionally. The reason I choose to work with Medair is because in the face of the immense suffering in this world, this is an organisation and a family of people who still choose hope and turn to that hope in times of need, and that makes all the difference.'*



## MEDAIR PEOPLE

Medair's people are its most valuable resource. With some 150 internationally recruited staff in the country programmes, 150 in the Global Support Offices and more than 1400 national staff in the country programmes, Medair is a diverse mix of people unified by a passion to serve those in greatest need.

Medair has learned the immense value of working with teams that include both new and experienced relief workers. Medair provides limited opportunities for qualified professionals who have not previously worked in humanitarian aid. In this way, people gain real-world relief experience and are able to grow into future leaders and influencers within the humanitarian sector.

Our field teams live together, work together and pray together. The closeness and cohesiveness of Medair teams are qualities that create a supportive and nurturing environment for staff members working in stressful conditions. The powerful team dynamics are often the reason that Medair staff either stay with us or come back to us. It is through relationally intentional healthy teams that we model restoration and reconciled relationships and have a lasting impact.



# CONTEXT OF THIS LEADERSHIP APPOINTMENT

In 2023 Anne Reitsema became Medair’s Chief Executive Officer. In the past years our context has been one of positive strengthening and growth where Medair has doubled in size to over \$100m in 2022.

We have been investing in new systems appropriate for the increased scale of operations; however the growth of Medair has also brought challenges. We are still working towards an optimal business model that best balances institutional and private income – our current level is around 80% institutional funding. We need to continue to resource the growing organisation with the right partners and additional qualified staff who live out the values of Medair.



# HUMAN RESOURCES DIRECTOR PURPOSE AND PRIORITIES

Working with the CEO, the GSO HR Department, the community of HR across Medair, fellow Executive Leadership Team members and the International Board of Trustees, we are seeking a high calibre professional who will demonstrate organisational, visionary and team leadership. We are looking for a servant-hearted leader who will act strategically, boldly and innovatively to successfully drive and support their faith-based teams to achieve ambitious results.

It will be the responsibility of the Human Resources Director to serve in the following areas:

## STRATEGIC PLANNING, PROGRAMME DEVELOPMENT AND QUALITY

- serve as a member of the Executive Leadership Team (ELT) and work with the ELT in providing strategic leadership for the organisation
- serve as the strategic HR business partner to other ELT members with the support of the GSO Business Partner. Support leadership on dealing with complex HR issues
- ensure the department exists to serve the core business—life-saving assistance to the most vulnerable, with dignity and hope
- lead in key decisions pertaining to strategic initiatives, operating model and operational execution within our country programmes
- strategic thinking about recruitment markets and contract options in a global market while ensuring a core presence in the global support office
- strong contributor to Medair's corporate 5-year strategy
- provide strategic direction to the global HR function for efficient and effective talent management
- work in collaboration with other departments, country directors, country programme staff and partners to provide best HR support systems and policies at all times throughout the organisation
- be a gatekeeper of the faith value within Medair as an organisation

## LEADERSHIP

- provide strong leadership and vision to the organisation by ensuring optimal deployment of its people to achieve the organisation's ambitious business goals
- provide leadership as an active member of the ELT:
  - to HR Function globally as its director by ensuring right functional model is in place, and
  - to the organisation through effective management of change during organisational development initiatives

## TEAM MANAGEMENT

- provide leadership on GSO HR Department's staffing: recruitment, objectives, management, monitoring and appraisals
- promote teamwork, unity and staff development opportunities
- develop and monitor department's budget
- develop achievable stretch team plans fully aligned with organisation's ambitious new vision and strategy
- lead and coach the team to recruit and retain high-calibre staff
- provide coaching, guidance and support; set professional development plans to assist team members in reaching their full potential through performance management process

## TRAINING AND DEVELOPMENT

- facilitate and support training and development in the organisation; ensure the correct staff are targeted with security, people and project management training, as well as with technical training in sectoral and support functions
- deliver on agreed and committed annual target development needs
- nurture and develop leadership in others through mentoring, coaching and example of faith-filled leadership in a humanitarian programmes context
- facilitate a recruitment strategy where people are hired with transferable skills, potential, appropriate character, passion/motivation and be trained for specific humanitarian context application
- ensure a range of training, coaching and mentoring approaches appropriate to needs

## INFORMATION MANAGEMENT

- provide accurate, current and secured employee data at all time to feed the various processes in Medair
- ensure availability of an efficient HR information management system for effective storage and access to employee information
- oversee HR performance metrics and report on HR operational performance to ensure measurements and assessments of HR activities that can assist leadership decision making to achieve corporate strategic objectives
- define strategically aligned Key Performance Indicators that cascade objectives from global to country programmes in coordination with HR Specialists team, ensuring alignment between organisational and individual performance and development, liaising with other functions, regional teams and HR colleagues

## RECRUITMENT AND RETENTION

- ensure strategic approach to recruitment
- look ahead and anticipate recruitment needs
- recruit on time at all levels to secure delivery of programmes through qualified colleagues
- ensure an enabling environment for retention, good talent development and communication with existing staff about future opportunities

## INNOVATION CHANGES

- drive continuous improvement of key processes, policies, procedures and information systems, through problem solving and new initiatives, in collaboration with the HR Management team and stakeholders
- oversee execution of HR projects, track progress and ensure delivery of outputs as planned





## PERSON SPECIFICATION

The Human Resources Director will be mature in delivering excellence through other people. They will therefore be skilled and experienced at creating empowered, equipped, energised and focussed teams that deliver. Beyond a good manager, we are looking for a broad-minded, servant-hearted leader who clearly models the following qualities:

### INTEGRATED FAITH

- living, practical and integrated Christian faith that is shaped by love for God and love for people
- lives and acts from a place of prayer
- able to nurture spiritual growth and inspire others to deeper faith
- courage to listen to God's leading and develop a leadership context where bold actions can be taken in response to active faith

### PERSONAL LEADERSHIP

- servant-hearted leader who brings the best out of each of the ELT members, enabling them to be all that they are called to be in their senior roles
- demonstrated effectiveness and personal enjoyment of leading change and growth
- able to influence externally across different professional, cultural and faith contexts
- team builder, making excellent hires and then empowering staff to grow in their expertise and authority
- maturity to engage hard conversations and healthy constructive conflict when needed
- emotionally intelligent, relational and authentic

### ORGANISATIONAL LEADERSHIP

- a gifted strategist able to see where Medair should be going in order to most effectively and sustainably achieve its mission
- a provider of strategic clarity across the organisation, defining objectives appropriate for development
- a consultative listener who is also confident to bring decisiveness when required
- proven experience of negotiating and influencing at a senior level combined with strong networking, interpersonal and collaboration skills

### PROFESSIONAL EXCELLENCE AND CREDIBILITY

- holding yourself and others to the highest standards of excellence and accountability
- credibility to lead those serving in some of the world's toughest places
- ability to work effectively with boards and senior colleagues
- seasoned global citizen and cross-cultural leader





## HOW TO APPLY

The Human Resources Director position is a permanent appointment based in Ecublens (near Lausanne), Switzerland.

Medair's working language is English, but speaking French is an asset for this Swiss-based role. Applicants must be in good health and available to travel overseas under basic conditions as needed. Applications should be sent by email to [recruit-hrd@medair.org](mailto:recruit-hrd@medair.org) and must be received by 12pm CEST on Monday, 22 January 2024.

Your application should comprise:

- a mandatory covering note of not more than two pages outlining your motivation and relevant experience for the role; this covering letter should also include the names of your three referees  
*Please note: these Referees will not be contacted until late in the process and only with your prior agreement. The names and details of your referees will be held in strictest confidence.*
- a full CV including educational and professional qualifications and a full employment history showing the more significant positions, responsibilities held and relevant achievements

First interviews will be held via video conference. Further interviews will be held in Lausanne, Switzerland.

The successful candidate will be expected to take up the Director post as soon as is reasonably possible.