



VACANCY

Title: Senior Human Resources Manager
Location: Remote (US East Coast Time Zone)
Reports to: Vice President, Global Impact and Operations

To Apply: Please submit a resume and cover letter to globalhr@grassrootsoccer.org with "Senior HR Manager" in the subject line. Only short-listed candidates will be contacted.

Application Deadline: Open Until Filled

Grassroot Soccer (GRS) is an adolescent health organization that leverages the power of soccer to equip young people with the life-saving information, services, and mentorship to lead healthier lives. Since 2002, GRS programs have reached more than 18 million young people in 60 countries with life-saving health information and services.

Role Overview:

The Senior Human Resources (HR) Manager oversees all aspects of workforce development, talent management and employee support for Grassroot Soccer staff, consultants and volunteers to ensure an employee-oriented, high-performance culture that emphasizes empowerment, quality, productivity and standards, goal attainment, and the ongoing development of a superior workforce. Currently, GRS has staff located across the United States, resident in the U.K. and the E.U., and across sub-Saharan Africa. This position will supervise and be supported by an HR Generalist, located in the U.S. The Senior HR Manager will also support and provide guidance to the HR Officers/Managers of two GRS Affiliate organizations in South Africa and Zambia. The HR Manager will be part of the Senior Management Team and will report to the Vice President of Global Impact and Operations. The HR Department is part of the GRS Operations Team.

Primary Objectives:

- Development of the Human Resources Department and Systems
 - Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law.
- Workforce Training, Development, and Talent Management
 - Partners with the leadership team to understand and execute the company's human resource and talent strategy to support current and future talent needs, recruiting, retention, and succession planning.
- Employee Recruitment
 - Manages the entire talent acquisition process, from developing job descriptions to onboarding new hires in close collaboration with departmental managers to understand the skills and competencies required.

- Employee Relations
 - Provides support and guidance to HR generalists, management, and other staff when complex, specialized, and sensitive questions and issues arise, including investigating allegations of wrongdoing and terminations.
- Diversity, Equity, and Inclusion
 - Lead company efforts on diversity, equity and inclusion programs, policies, and reporting.

DEVELOPMENT OF THE HUMAN RESOURCES DEPARTMENT AND SYSTEMS (15%)

- Lead the development of Human Resource department goals, objectives, and systems.
- Lead the development and administration of programs, procedures, and guidelines to help align the workforce with the strategic goals of the company.
- Support, develop and update all platforms and databases utilized by the company for the administration of Human Resource Information Systems (HRIS), including but not limited to payroll, time and attendance, employment and consulting contracts, compensation and benefit administration, tax filings, and performance management and employee engagement.

EMPLOYEE RELATIONS (25%)

- Maintain, develop and update as necessary Human Resources policies for the company regarding employee relations.
- Support Senior Leadership to communicate Human Resources policies, procedures, programs, and laws to all staff.
- Serve as the primary point of contact (POC) for Human Resource concerns and requests from all GRS Global staff.
- Recommend employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation.
- Support and guide managers and supervisors with Performance Improvement Plans for their employees.
- Lead investigations and resolutions of employee complaints or concerns and advise managers and supervisors about the steps in the progressive discipline system of the company.
- Oversee the implementation of company safety and health programs, including OSHA-required data and reports.
- Ensure company compliance with all existing governmental and labor legal and government reporting requirements including any related to the Equal Employment Opportunity (EEO), the Americans with Disabilities Act (ADA), the Family and Medical Leave Act (FMLA), Employee Retirement Income Security Act (ERISA), the Department of Labor, worker compensation, the Occupational Safety and Health Administration (OSHA), and so forth.
- Maintain minimal company exposure to lawsuits.

- Protect the interests of employees and the organization in accordance with company Human Resources policies and governmental laws and regulations.

WORKFORCE TRAINING, DEVELOPMENT AND TALENT MANAGEMENT (20%)

- Oversee annual performance management, supporting supervisors to conduct performance reviews, give supportive feedback to staff at all levels, set deadlines and ensure compliance with completing performance reviews.
- Oversee new employee and annual trainings for all staff, including but not limited to Code of Conduct, Sexual Harassment, Discrimination, and Child Protection. Update required trainings as needed.
- Execute virtual Global Team building events throughout the year.
- Create learning and development programs and initiatives that provide internal development opportunities for employees.

EMPLOYMENT/RECRUITMENT (20%)

- Oversee the recruitment process for US, UK and Global exempt and non-exempt employees, consultants and interns guided by the company's established recruiting and hiring framework and updating related procedures as necessary to recruit and hire a superior workforce.
- Manage onboarding, promotions, transfers, and terminations of US-based and Global hires.
- Support senior leadership to analyze trends in compensation and benefits; research and propose competitive base and incentive programs to ensure the organization attracts and retains top talent.
- Oversee relations with Employer of Record (EOR) service agreements to ensure the company and staff are receiving the expected level of service and support from EOR contracts.

DIVERSITY, EQUITY, AND INCLUSION (20%)

- Guide and support senior management to assess company efforts on diversity and cross-cultural inclusion programs, establish best practices, and identify programs to remove barriers that affect staff retention and advancement.
- Lead diversity, equity, and inclusion efforts, collaborating with senior leadership and management.
- Direct the design of and engage in platform training and direct development of training programs on diversity, inclusion, and cross-cultural awareness.
- Develop coaching strategies, implement dialogues that address specific concerns and issues, and oversee resolution of conflicts/disputes relating to diversity and/or cross-cultural initiatives and activities.
- Create instruments linking diversity and cross-cultural awareness to the organization's performance management processes and the business plan.

Qualifications:

- Exceptional and demonstrated ability to lead and support multi-cultural teams and a remote workforce.

- Exceptional and thorough knowledge of employment-related laws and regulations as well as workforce management tools and systems.
- Exceptional integrity, professionalism, and confidentiality.
- Exceptional focus on results, self-motivation and forward thinking.
- Works efficiently in a fast-paced, deadline-driven, and multi-tasking environment.
- Excellent written and verbal communication skills.
- Excellent organizational skills and attention to detail.
- Strong people skills, high enthusiasm, positive attitude, and a proven ability to function well in a team-oriented environment.
- Excellent interpersonal, negotiation, and conflict resolution skills.
- Proficient with Microsoft Office Suite and Google platforms and demonstrated skills in database management and record keeping.
- Ability to prioritize tasks and to delegate when appropriate.

Education and Experience:

- Minimum of a Bachelor's degree or equivalent in Human Resources, Business, or Organization Development. Master's degree or additional advance certification preferred.
- At least 7 years' experience in a human resource related role, ideally supporting an international organization with a diverse workforce.
- Specialized training in employment law, compensation, organizational planning, organization development, employee relations, safety, training, and preventative labor relations preferred.
- Experience in administration of benefits and compensation programs and other Human Resources programs.
- SHRM Certified Professional (SHRM-CP) or SHRM Senior Certified Professional (SHRM-SCP) credential preferred.

Key Attributes and Traits

Successful leaders at Grassroot Soccer are bold, yet humble. They are passionate about the mission of Grassroot Soccer and understand their role on the Grassroot Soccer team to achieve its mission.

Day to day, they are...

- **Proactive:** can anticipate both opportunities and obstacles and take action
- **Professional:** level-headed; ability to de-escalate difficult situations, behave exceptionally, and manage/minimize distractions
- **Problem Solvers:** comfortable with ambiguity, can creatively unlock bottlenecks and turn problems into opportunities

...they demonstrate lots of...

- **Common Sense:** prioritizing the right things at the right time; making good, quick, informed decisions balancing multiple issues and points of view

- **Self-awareness:** know where one's blind spots are, recognize differences, and build a team to complement one's skills and weaknesses

...and a strong bias for...

- **Follow-through and Outcomes:** deliver results, not just create lots of activity
- **Treating People Well:** empathetic, kind, great listener, yet can make tough decisions and hold oneself/others accountable