



APPLICATION INFORMATION PACK

JOB TITLE:	HR Administrator (International Staffing)
DEPARTMENT:	People
HOURS:	37.5 hours per week, Mon-Fri
LENGTH OF CONTRACT:	12 months - Fixed term contract
LOCATION:	London – Hybrid working (At least 2 days in the office)
REPORTS TO (JOB TITLE):	HR Manager (International Staffing)
SALARY:	Salary: £31,092.77 Internal salary grade: 12.1
BENEFITS:	<p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>

OVERVIEW OF DEPARTMENT

The People department

The People department is responsible for attracting, selecting, developing, and retaining high-quality medical and non-medical staff for MSF operations and MSF UK & Ireland office staff.

The department provides HRM support to both the MSF UK Internationally Mobile Staff (IMS) and MSF UK and Ireland HQ staff, while working collaboratively with our partner Operations Centres in Amsterdam, Brussels, Paris, Geneva and Barcelona. It is actively involved in the international MSF HRM forum to promote best practice in the management and support IMS in general, as well as providing more equal opportunities for UK IMS workers in particular. The department plays a pivotal role in building up and maintaining relationships with the UK medical community and networking with medical institutions.

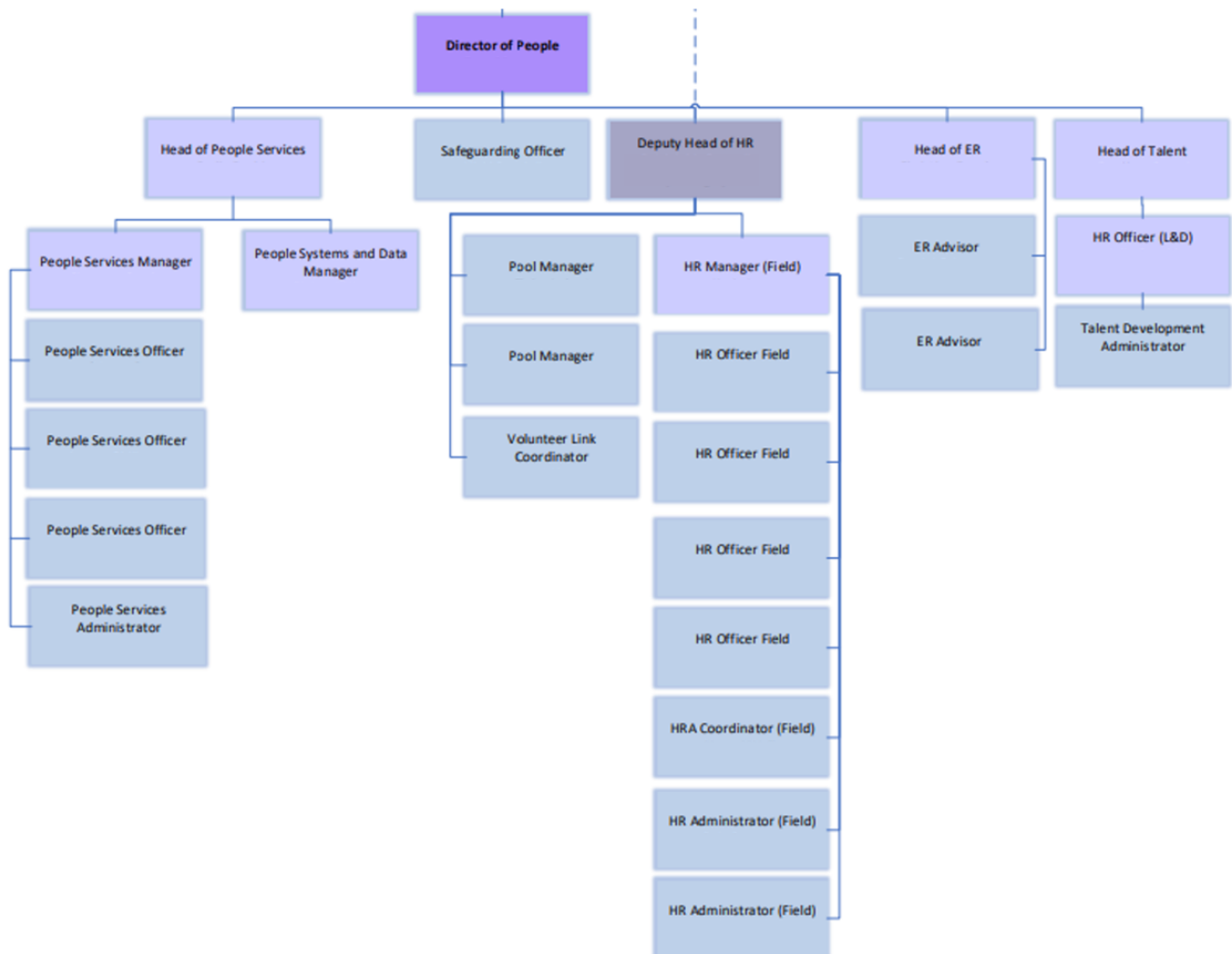
In addition, the department is part of a larger 'virtual HR department' for Operational Centre Amsterdam (OCA) which comprises MSF UK/IE, MSF Germany and MSF Holland. Together the department works in partnership on all aspects of International Staffing-related HRM.

JOB PURPOSE

The primary objective of this role is to provide administrative services and support to the full IMS employee life cycle, as well as coordinate the local movements of IMS before and after their mission.

ORGANISATIONAL STRUCTURE

People



CONTEXT

The HR Administrator provides administrative services and support to our IMS, working under the management of the HR Manager (International Staffing) and in close collaboration with the HR Officers and fellow Administrators in HQ and International Support Staff Officers (ISSO) at the Operational Centres.

Within the wider MSF UK team, the role has responsibilities for facilitating background and wellbeing checks, as well as guiding all our IMS throughout the lifecycle. The HR Administrator is also expected to be flexible and adaptive in covering for and supporting colleagues.

ACCOUNTABILITIES

- Responsible for the administration of the entire IMS Employee life cycle, including but not limited to: Right to Work, DBS police and reference checks, contracts, payroll support, and benefit enrolment. Ensure correct UK legislative contractual obligations and transparent reporting throughout.
- Fulfil all pre-departure and post-mission requirements in collaboration with the Operations Centres, such as visa and work permit applications, travel arrangements and briefings, to guarantee legal, safe, and timely departures.
- Verify and update HR Information Systems in HERO and Excel ensuring information on all IMS is accurate, complete, and processed confidentially in line with GDPR. Correct information must be always available due to emergencies such as medical evacuations.
- Act as first point of contact for IMS queries, ensuring clear and prompt communication by phone and email.
- Supporting and leading on a variety of projects included in the International Staffing team Annual plan.
- Following established procedures and processes, and able to cope with ambiguity and complexity. Evaluating exceptions fairly, particularly during time constraints.
- Joint responsibility for an inbox of HR Enquiries, relating to applications and recruitment support.
- Running reports and statistics for cross-departmental and inter-sectional use.
- Considering the needs of the IMS and the requirements of MSF operations, and understanding how to navigate these diplomatically and push back when needed.

KEY PERFORMANCE INDICATORS

- Follow and maintain HR processes
- Training and database manuals and resources are up to date
- Content on the Association website is clear and helpful for IMS
- Timely and accurate contract creation and extension
- Processing pension and insurance enrolments
- Strong relationships with key stakeholders within MSF UK/IE, our Operations Centres, and external partners
- 90% of IMS have attended the Welcome days and the Safeguarding Course
- IMS are supported and updated regularly throughout the onboarding process, as well as pre- and post-mission
- All legal and contracting obligations are fulfilled

KNOWLEDGE, SKILLS & EXPERIENCE

- Strong organisational skills and administrative experience - preferably in an HR department - including recruitment, preparing standard letters, documents, data inputting, and filing.
- Confident and clear interpersonal communication skills (written and verbal).

- Service-oriented approach, with experience of supporting internal and external clients in a busy environment.
- High degree of accuracy and good attention to detail.
- Creative, diligent, and proactive problem-solving.
- Proficient experience in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, One Drive and Yammer.

COMPETENCIES

- Work supportively and effectively within and across teams and build good working relationships
- Work proactively and independently under minimal supervision while exercising good judgment and initiative
- Ability to plan and manage own workload
- Working with people at all levels and from all backgrounds
- Responsible attitude to dealing with sensitive and confidential information
- Willing to continually update own skills and knowledge across a range of HR related subjects
- Commitment to the aims and values to Médecins Sans Frontières

HOW TO APPLY

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

Incomplete applications will not be considered.

Application checklist

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

Recruitment timetable:

- **Closing date for applications: 26 January 2025, 11.59pm (GMT)**
- **First round interviews: w/c 27 January 2025**

Please note, there will be a task to complete along with the interview for this role.

ADDITIONAL INFORMATION

Accessibility

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting recruitment.UK@london.msf.org

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

Diversity, Equity and Inclusion

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.

Safeguarding

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

Right to work in the UK

Candidates must have the right to work in the UK. Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact recruitment.UK@london.msf.org.

For questions, issues or further information, please contact Recruitment.UK@london.msf.org.

We look forward to receiving your application!

