

**AFRICAN DEVELOPMENT BANK
VACANCY NOTICE N° ADB/12/140**

Position Title: Division Manager Client Services (CHRM.1)	Grade: PL-2	Position N° :	Closing date: 25th June 2012
Department/Division: Department of Human Resources (CHRM)	Supervisor's Name and Title: Director, CHRM		
<p>Objectives:</p> <p>Reporting to the Director of the Human Resources Department, the Division Manager Client Services manages and leads a team of HR professionals and support staff to provide integrated and high-quality HR services and advice to internal clients. He/She is expected to think strategically, understand the business, be knowledgeable about the best practice in HR Management, and be able to design and implement HR policies, programs and processes. He/She needs to be an articulate and persuasive communicator capable of gaining trust and commitment from staff at all levels, including the Bank's Senior Management.</p> <p>The Division Manager, Client Services will oversee a team of business-aligned HR Officers who will act as Strategic Business Partners providing insight, advice, guidance and coaching to Bank Managers and staff. Specifically, the Manager will provide support in managing the change required to build and manage the Bank's People Strategy and meet individual business requirements. As the focal point for HR policies and processes implementation, he/she will ensure that those policies and processes address both business and staff needs, and will guide and advise Senior Management accordingly.</p> <p>Duties and Responsibilities:</p> <p>Leadership and Management</p> <ul style="list-style-type: none"> <input type="checkbox"/> Manage a team of HR professionals and support staff in providing efficient and high quality HR services that support the business. Set realistic performance goals and motivate team members to meet them, both for individual staff and for the team as a whole <input type="checkbox"/> Manage team's staffing and resources competently and responsibly to achieve the Division's objectives <input type="checkbox"/> Build strong relationship management and understand the business needs to assist in developing practical and effective solutions <input type="checkbox"/> Develop and direct the implementation of objectives, policies, procedures and work standards for the Division. Ensure compliance with Bank policies and regulations <input type="checkbox"/> Be a collaborative member of the HR Management Team, contributing and sharing expertise and input and fostering a collegial environment <input type="checkbox"/> Communicate effectively to staff and management how HR strategy, policy, and processes support the needs of the business and enable a productive, positive and engaging work environment for staff <input type="checkbox"/> Promote collaboration and facilitate teamwork across teams and across organizational units in HR and other parts of the Bank <input type="checkbox"/> Establish and maintain contact with relevant external organisations for collaborative learning and exchange of best practices <input type="checkbox"/> Maintain a high standard of personal integrity, treat individuals fairly and respectfully and be sensitive to differences across culture, nationalities and gender <p>Strategic support to Business units</p> <ul style="list-style-type: none"> <input type="checkbox"/> Be a credible and trusted adviser to Management on HR issues. Build and manage relationships with clients at all levels, providing high level strategic and practical advice to the Management Team of their client group <input type="checkbox"/> Develop, implement and communicate policies that set a standard for HR service quality and position HR as a strategic partner to their clients <input type="checkbox"/> Develop a framework to facilitate and assist managers in the application of HR policy and practice in their business units <input type="checkbox"/> Assist clients to set HR priorities, work programmes and action plans based on the organisation's objectives, resources and business environment <input type="checkbox"/> Actively seek feedback from clients and keep abreast of HR best practice and trends to ensure continuous relevant and effectiveness of policy and practice <input type="checkbox"/> Promote client orientation and improve the quality of HR services provided by the teams they lead 			
<p>Selection Criteria (including desirable skills, knowledge and experience):</p> <ul style="list-style-type: none"> <input type="checkbox"/> At least a Master's or equivalent degree in Human Resources Management, Organisational Development, Business Administration, Public Sector Management or related discipline; <input type="checkbox"/> A minimum of 8 years relevant experience in any of the following areas: Recruitment and Selection, Learning and Development, Compensation and Benefits, Policy and Programme, of which at least three years should have been in a management or leadership role 			

- Knowledge of international organisational employment practices and policy challenges will be an added advantage
- Experience of working in a team orientated, multi-cultural professional environment
- Demonstrated capacity to lead and advice on HRM and change management initiatives
- Track record of leading and developing teams and managing projects and programmes
- Good coaching, mentoring and conflict resolution skills
- Strong analytical and problem solving skills
- Strong presentation and speaking skills to communicate effectively with a diverse group of people (clients, peers, supervisors and subordinates)
- Strong and proven client orientation skills and initiative in anticipation of business needs and finding solutions. Effective consulting and advisory skills that enable clients and help them build their confidence and skills to deal with HR issues
- Demonstrated ability to multi-task and manage their time effectively to deal with multiple demands and deadlines
- Excellent spoken and written English or French, with a working knowledge of the other language
- Competence with standard Ms Office software

Submitted by: **Mr. Harold Akingbade-Taylor, O.I.C & Division Manager, CHRM.1**

Date:

Approved by: **Mrs. Gemina Archer-Davies, Director, CHRM**

Date:

Only applicants who fully meet the position's requirements and are being considered for interview will be contacted. Applicants will only be considered if they submit (preferably electronically, to recruit@afdb.org) a fully completed PHF (Personal History Form) available from the Bank's website, and attach a comprehensive Curriculum Vitae (CV) indicating date of birth and nationality. The President, AfDB, reserves the right to appoint a candidate at a lower level. The African Development Bank is an equal opportunities employer and female candidates are strongly encouraged to apply.

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