Link for apply: https://forms.gle/RJvc6NPSwhwyb89q9

JOB DESCRIPTION

Employer:	ADRA Lao PDR
Position:	Human Resources Officer
Reports to:	Country Director
Staff reporting to this position:	Vientiane Security Guard and Cleaner
This position supports:	All ADRA Lao PDR staff
Location:	Vientiane, Lao PDR
Remuneration:	As per the ADRA Laos Wage Scale, actual placement on the wage scale based on qualifications and experience
Expected Travel:	Travel to the field expected from time to time
Work Hours:	Monday–Thursday 8am–5:30pm, Friday 8am to 12noon + extended hours when necessary
Equipment:	Office desk and furniture + laptop computer
Requirements:	Minimum three years' experience, preferably in non-profit NGO sector and relevant qualifications

Position Summary

The **HR Officer** is a people-focused role responsible for building the conditions that help ADRA Laos staff stay motivated, develop their capacity, and work effectively. Reporting to the Country Director, the HR Officer leads the HR function, including recruitment and onboarding, performance management, staff development, employee engagement, and workplace culture, and ensures that HR policies are applied fairly and consistently in line with Lao labour law and ADRA standards.

The HR Officer acts as a partner to managers and staff, coaching supervisors on performance and people issues, and advises the Country Director on staffing needs and workforce planning. The HR Officer may also take on additional responsibilities as requested by the Country Director, in line with the purpose and scope of this role.

Core Competencies (from ADRA Competency Framework)

1.2 LEADING AND SUPERVISING

Provides others with a clear direction; motivates and empowers others; recruits staff of a high caliber; provides staff with development opportunities and coaching; sets appropriate standards of behavior, gives regular feedback.

2.1 WORKING WITH PEOPLE

Shows respect for the views and contributions of other team members; shows empathy and compassion; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.

2.2 ADHERING TO PRINCIPLES AND VALUES
Believes in strong principles; upholds ADRA's values; promotes and defends equal opportunities, builds diverse teams; encourages organizational and individual responsibility towards the community and the environment.

6.1 PLANNING AND ORGANIZING
Sets clearly defined objectives; plans activities and projects well in advance and takes account of possible changing circumstances; identifies and organizes resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones.

Position Outcomes

1. ADRA Laos recruits and retains qualified staff through timely, fair recruitment and effective onboarding, and knowledge is retained when staff transition out.
2. The Country Director and ADCOM receive timely HR advice and data (e.g., staffing needs, contract end dates, turnover, workforce costs) to support ADRA Laos' strategic direction 2026-2030.
3. HR policies and practices comply with Lao labour law and ADRA standards, and staff regularly provide positive feedback on HR services.
4. ADRA Laos staff have clear roles and expectations, set annual goals, and receive regular feedback, supported by a consistent performance management cycle (goal setting, interim check-ins, annual evaluation, and follow-up).
5. Staff are motivated and work effectively, as shown by improved staff satisfaction, lower unplanned turnover, and consistent application of working-hour and conduct standards.
6. Staff capacity is strengthened through identified training needs and individual development plans, and learning from training is applied in daily work and shared with teams.

Responsibilities

Recruitment and Onboarding

- Lead recruitment: prepare job descriptions and terms of reference for service providers (consultants), place advertisements (Vientiane Times, Job 108, INGO Network, ADRA Laos website and Facebook), shortlist, schedule and conduct panel interviews, check referees, and obtain ADCOM or Board approval for positions above project manager.
- Prepare and update contracts (regular, undetermined, service) in consultation with the Country Director or departmental directors.
- Lead onboarding and orientation, organize mobilization to the new post, and pay allowances when needed.
- Register new local staff with the Foreign Affairs Authority within 15 days of contract signing, renew staff ID cards, and report staff relocations, in line with Decree 12/GOV.
- Manage handover of knowledge when staff leave.

Workforce Planning and Policy

- Advise the Country Director on staffing needs, contract end dates, leave balances, and workforce cost implications.

- Review the HR Manual and policies regularly, and discuss updates on Lao Labour Law and INGO regulations at ADCOM, with changes provided to the Country Director for Board approval.
- Propose improvements to HR systems, processes, and tools (e.g., OrangeHRM, templates, workflows) to the Country Director and ADCOM, so that HR operates efficiently and effectively.

HR Operations

- Ensure LSSO (Lao Social Security Organization) contributions are paid promptly each month, registration, cancelation, adding and removing staff, advise staff on accessing their entitlements and other tasks related to LSSO.
- Collect staff timesheets monthly in coordination with the Finance team and record them.
- Manage and maintain the Orange HRM system (leave and staff records), keep it accurate and up to date, and train staff to use it, including leave applications.
- Keep staff and recruitment files (hard and soft copy) in a secure location, archive annually, and dispose of redundant files after 10 years.
- Update Staff directory and database

Performance, Conduct and Staff Relations

- Design and run the performance cycle (biannual goal setting, interim check-ins, evaluation, follow-up), keep signed evaluations on staff files, and follow up on areas of concern.
- Coach supervisors on giving regular feedback and handling performance issues; supervisors manage day-to-day performance with HR guidance.
- Apply working-hour, attendance, and conduct standards consistently.
- Receive reports of misconduct and staff grievances (other than safeguarding cases), and work with supervisors and the Country Director to carry out fair, timely, and confidential fact-finding. Advise on follow-up actions in line with the HR Manual and Lao Labour Law, and keep documented records.
- Identify training needs in consultation with supervisors, coordinate training requests with Finance, and follow up that staff share learning with their teams.
- Conduct annual staff satisfaction survey and exit interviews, and report findings and recommended improvements to the Country Director and ADCOM.
- Send regular HR communications to staff (birthdays and special occasions, public holidays, vacancies, leave reminders), recognize staff milestones and contributions, and support staff well-being.

Other

- Act as secretary to the Administrative Committee (ADCOM), and be a contributing member if requested.
- Serve as focal point for safeguarding enquiries and complaints (PSHEA, Child Protection, Anti-Trafficking of Persons, Whistleblowing), and coordinate investigations in a timely manner.

- Line manage the Vientiane Security Guard and Cleaner, including regular feedback and well-being.
- Be an active member of the INGO HR Working Group.
- Undertake additional responsibilities as requested by the Country Director, in line with the purpose and scope of this role.

Compliance Expectations

The employee is expected, as a minimum requirement, to be familiar with:

- ADRA Lao HR Manual and relevant policies and procedures
- ADRA Lao Finance Policies and Procedures Manual, relevant sections
- ADRA Laos Workplace Health and Safety Policies
- ADRA Laos Safeguarding Policies and Codes of Conduct and Ethics
- ADRA and donor communication and branding policies, compliance, standards and framework
- ADRA Lao National Emergency Management Plan and Safety and Security Plan