

Senior HR & Administration Officer

Job Title	Senior HR & Administration Officer
Grade	4
Reports to	Director of Operations
Supervises (3)	Receptionist and Admin Assistant, Logistic Assistant/Driver and Office Assistant
Duration	Two years with a possibility of extension
Location	Addis Ababa, Ethiopia
Contract Type	Full-Time
Background	
<p>The Senior HR & Administration Officer is responsible for implementing a practical and forward-looking HR strategy that supports FSDE's growth, operational effectiveness, and delivery ambitions. This includes attracting, developing, and retaining talent, and ensuring that HR systems work effectively across a project-based workforce. The role contributes directly to FSDE's overarching goal of strengthening financial sector development in Ethiopia by enabling teams to perform with consistency, credibility, and accountability.</p> <p>The role also oversees office services and provides day-to-day supervision of administrative staff, ensuring that FSDE's working environment is safe, well-managed, and responsive to staff needs. The Senior Officer works closely with the Director of Operations and department leads to ensure that HR and administration functions contribute directly to organisational delivery and institutional resilience.</p>	
About FSD Ethiopia	
<p>Established in 2021, FSD Ethiopia (FSDE) is an agency dedicated to fostering the development of accessible, inclusive, and sustainable financial markets for economic growth and human development.</p> <p>As a market facilitator, FSD Ethiopia supports market actors in addressing the root causes of financial system failures. Our primary focus is on achieving accessible, inclusive, and sustainable, thereby supporting Ethiopia's long-term development objectives.</p>	



Our key responsibilities include identifying the underlying causes of financial system failures, facilitating collaboration among market actors to overcome these challenges, and actively contribute to the establishment of a functional and efficient financial sector that benefits a broad range of individuals and businesses in Ethiopia.

FSD Ethiopia collaborates with various stakeholders in the financial sector - including the government, private sector, civil society organizations, and other development partners in the areas of financial inclusion, access to capital, and climate finance. FSD Ethiopia's interventions are closely aligned with national and regional policies as well as priorities for financial sector reform..

Aligning with the national economic reform agenda, FSD Ethiopia's work centred around three thematic areas across the financial sector landscape.

1. **Financial inclusion:** Driving increased access, usage, and quality of financial services for individuals, households, and MSMEs - including savings, payments, credit, insurance, and investment.
2. **Access to capital:** Expanding access to and breadth of efficient long/short-term financing options for private businesses of all scales, and the public sector, including equity, bonds, working capital, etc.
3. **Climate finance:** Mobilizing domestic and international capital to fund climate adaptation and mitigation projects and needs of government, businesses, and households, such as green bonds, carbon credits, and insurance.

About the role

The Senior HR & Administration Officer plays a pivotal role in advancing FSD Ethiopia's mission by implementing a dynamic HR strategy that fosters a high-performing, inclusive, and resilient workforce. The role oversees recruitment, performance management, staff development, and compliance with labour laws, while supporting teams to deliver with excellence. In addition, the officer ensures smooth day-to-day operations by supervising administrative staff and maintaining a safe, well-equipped office environment. Reporting to the Director of Operations, the role works across departments to align HR and administrative functions with FSDE's organisational goals, contributing directly to impactful financial sector development in Ethiopia.

Key Responsibilities

Strategy & Planning

- Collaborate with the Director of Operations to develop and implement an HR & Talent strategy that aligns with FSD Ethiopia's strategic objectives for growth, operational efficiency, and impact.

- Engage with department leads to understand their workforce needs, skills gaps, and future capacity requirements.
- Conduct periodic HR needs analyses and translate findings into structured recruitment, succession, and development plans.
- Draft and revise elements of the HR & Talent strategy, aligning with FSDE's organisational priorities and values.
- Track progress against HR strategic priorities, highlighting risks and resourcing issues to the Director of Operations.
- Coordinate the preparation of the departmental work plan and budget, including payroll forecasts and Learning & Development allocations.

Talent Management

- Oversee FSDE's recruitment, onboarding, and workforce planning processes; ensure policies and practices are legally compliant, inclusive, and aligned with good practice.
- Manage end-to-end recruitment processes, from planning and job design to interviews and offer letters, ensuring compliance and a positive candidate experience.
- Coordinate onboarding and induction activities to ensure new staff are effectively integrated into FSDE's culture, systems, and expectations.
- Maintain and update HR policies and procedures, aligning with Ethiopian labour law, donor expectations, and internal equity standards.
- Support the Director in identifying internal talent and developing succession planning strategies across departments.
- Guide and support staff approaching contract completion, including exit processes, career discussions, and opportunities for redeployment where appropriate.

Performance & Development

- Promote a high-performance culture by embedding clear performance management processes and supporting staff development aligned with organisational needs.
- Coordinate FSDE's performance review cycle, ensuring clear timelines, tools, and documentation are in place and understood by managers.
- Support managers in holding constructive performance conversations; provide tools and coaching to link individual goals to organisational priorities.

- Track performance outcomes to identify capacity gaps and inform learning and development planning.
- Coordinate the delivery of staff development initiatives, ensuring they are needs-based, inclusive, and aligned with FSDE's workforce strategy.
- Promote a culture of learning and growth, encouraging staff to build transferable skills and engage in professional development.

HR Services, Communication & Engagement

- Deliver high-quality HR services and internal communication that enable staff to access their entitlements, stay informed, and feel supported throughout the employee lifecycle.
- Oversee the administration of staff benefits, pension contribution documentation, and insurance schemes, ensuring accurate enrolment, timely renewals, and effective staff communication.
- Maintain up-to-date employee records and HR trackers in compliance with FSDE policy and statutory obligations.
- Prepare internal communications and staff updates in collaboration with senior management, ensuring key HR messages are clear and timely.
- Respond to routine staff queries on HR processes, policies, and entitlements; escalate complex issues as needed.
- Coordinate initiatives that promote inclusion, staff wellbeing, and constructive feedback channels across the organisation.

Office Administration

- Create and maintain a well-functioning, safe, and professional office environment that enables FSDE staff to perform effectively and feel supported in their day-to-day work.
- Oversee the development and maintenance of the office facility, fixtures, and furnishings; ensure a pleasant and functional workspace that reflects FSDE's professional image.
- Ensure the reception function is consistently welcoming and well-managed, with all communications and visitor interactions handled to a high standard.
- Oversee the coordination of internal meetings and events, ensuring logistical support allows staff to focus on technical content and achieve intended outcomes.
- Ensure the FSDE office environment is safe, clean, and well-supplied, enabling staff to work productively and comfortably.

- Provide quality assurance and troubleshooting support for all administrative functions, escalating facility or supply issues as needed to avoid disruption to programme work.

Team Leadership & Empowerment

- Build and manage a well-motivated and high-performing HR & Administration team; lead them to deliver high-quality office services that effectively support FSD Ethiopia's staff and programmes.
- Ensure that the HR & Administration team is resourced with the expertise necessary to deliver on the work plan through a combination of recruitment, staff management, and procurement of consultants.
- Ensure that each team member is provided with clarity concerning goals and expectations of their personal role in achieving results, standards, and behaviour.
- Plan and organise the work of the team to accomplish goals and targets in the most cost-effective and impactful manner possible.
- Monitor and review performance and hold staff accountable for achieving results, meeting standards of excellence, and taking decisive action in the case of poor performance.
- Ensure delivery of an engaging leadership style that motivates team members, results in high performance, and complies with FSD Ethiopia's EDI policies.

Qualifications & Experience

- Bachelor's degree in Human Resources, Business Administration, or a related social science field.
- Master's degree or relevant professional qualifications (e.g., CIPD) preferred.
- Minimum of Seven (7) years' experience in human resources management, organisational development, or a related field.
- Demonstrated experience in recruitment, induction, workforce planning, and performance management.
- Experience in coordinating learning and development initiatives and supporting annual planning processes.
- Experience managing staff onboarding and offboarding aligned with project cycles is an advantage.
- Experience supervising administrative staff or overseeing the delivery of office services is an advantage.

Job Related Skills and Knowledge

- Good understanding of the principles of HR management, employee engagement, and wellbeing, with a commitment to putting theory into practice.
- Strong understanding of Ethiopian labour law and statutory HR requirements.
- Familiarity with succession planning frameworks and workforce analysis tools.
- Working knowledge of performance management cycles, staff development, and learning & development methodologies.
- Practical skills in using HR systems, tracking HR data, and managing secure records.
- Good working knowledge of pay and benefits management; practical experience in managing payroll is an advantage.

Competencies

Competency	Level 1 <i>Foundation</i>	Level 2 <i>Specialist</i>	Level 3 <i>Manager</i>	Level 4 <i>Leader</i>
Ownership & Initiative		✓		
Demonstrates a strong sense of personal ownership that leads to taking responsibility, self-starting proactivity, and a commitment to driving organizational success.				
Learning & Adaptability		✓		
Exhibits openness and ability to learn, grow, and improve while fostering the same in others.				
Thought Leadership		✓		
Thinks clearly and intentionally, analysing information objectively, understanding issues and forming opinions.				
Execution & Drive for Results		✓		
Is keenly motivated to achieve goals and act with accountability to deliver quality results.				
Relationship Building		✓		
Initiates and maintains positive relationships with others; discerning and appreciating the values, concerns, or feelings of others.				
Communication & Influencing		✓		
Deliberately adjusts behaviour in order to address the feelings, needs or concerns of others; communicates clearly, confidently, and appropriately to influence others.				

Submission of Application:



How to Apply: Interested candidates should submit a CV and a cover letter explaining their suitability for the role based on the responsibilities and qualifications listed in this terms of reference, clearly stating the position "**Senior HR & Administration Officer** " for which they are applying, to jobs@fsdethiopia.org before the end of the business day on April 30, 2025.

Note: FSD Ethiopia is an equal opportunity employer and welcomes applications from all backgrounds.