



JOB DESCRIPTION

JOB TITLE	HUMAN RESOURCE ASSISTANT
JOB CODE	142
INSTITUTION	WEST AFRICAN HEALTH ORGANISATION
DUTY STATION	COTE D'IVOIRE
GRADE	G4/G5/G6
ANNUAL SALARY IN US DOLLARS	15 612,30/ 30 932,71
STATUS	PERMANENT
NUMBER OF POSITIONS	1
DIRECTORATE	ADMINISTRATION AND FINANCE
DIVISION	ADMINISTRATION AND HUMAN RESOURCE
LINE SUPERVISOR	PROFESSIONAL OFFICER (PO) HUMAN RESOURCE
SUPERVISING	N/A

JOB OVERVIEW :

Under the supervision of the PO Human Resource, the Human Resource Assistant will contribute to the day-to-day running of the Human Resource Unit. The incumbent will also contribute to the execution of day-to-day HR processes, including recruitment and induction of new staff members, contract monitoring, professional training and development, performance appraisals, leave management, as well as archiving, and updating staff personal files (Ecolink, electronic and physical), etc.

ROLES AND RESPONSIBILITIES

1. Ensure staff personal information is regularly updated in EcoLink as well as in physical and electronic files.
2. Assist in compiling staff training needs and prepare the Organisation's Annual Training Plan.
3. Draft correspondence.
4. Translate simple correspondence into French or English.
5. Prepare purchase requisitions (PR) for the HR Unit.
6. Update and produce monthly staff leave plans.
7. Provide staff with information on their leave status.
8. Participate fully in the organization of all HR-related activities including the annual staff Retreat, socio-cultural activities, performance appraisals, etc.).
9. Assist in the preparation of job descriptions and create a database of all job descriptions.
10. Scan all incoming correspondence and create a database of all HR files.
11. Set up a database to monitor repayment of loans taken out by staff members.
12. Prepare Employment Certificates/Employment Confirmation Letters for staff members still in active service as well as Work Certificates for staff members whose employment tenures have ended.
13. Carry out inventories of equipment and monitor such equipment in terms of usage, wear and deterioration.
14. Provide assistance to staff in completing medical claim forms.
15. Follow up on outstanding medical claims.
16. Perform any other duties as may be assigned by his/her Line Manager.

REQUIRED QUALIFICATIONS, WORK EXPERIENCE AND COMPETENCIES

Qualifications :

- Brevet de Technicien Supérieur (BTS) or Higher National Diploma (HND) in human resource



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management from a recognised training institution. Possession of a higher qualification in human resource management from a recognised institution will be an advantage.

Work Experience :

- A minimum of Three (03) years of progressively responsible professional experience in Human Resources and/or Administration at the national or international level. Experience with the SAP HCM module is an advantage.
- Have an in-depth knowledge of HR policies, procedures, and practices related to the specific function.
- Have practical knowledge of standard computer applications and SAP HCM modules to carry out specialised or complex tasks.
- knowledge of HR processes related to payroll management, recruitment, and conducting interviews.
- Demonstrated ability to extract, interpret, analyze, and format data from multiple sources, with appropriate use of ECM/SAP modules as required.

AGE LIMIT

- Applicants must be citizens of one of the ECOWAS member states.
- They must not be over 35 years of age at the time of recruitment.
- The age limit does not apply to internal candidates.

ECOWAS KEY COMPETENCIES

G4-02-01

LEADERSHIP

- Ability to assume a credible presence when explaining rules, standards, and expectations (e.g. deadlines), to ensure compliance and work expectations are met.
- Ability to motivate self and /or others to engage in discussions will result in recommendations to improve processes, templates, or other work tools.
- Ability to engage in positive approaches to teamwork, participate actively in discussions and the achievement of team goals.
- Ability to take responsibility for own career and performance with the occasional guidance from the supervisor/mentor.
- Ability to build capacity of self and others by sharing knowledge, tools, expertise, and experience with others to remain proficient and well informed in the execution of assigned role.

G4-03-01

CLIENT SERVICE ORIENTATION

- Interpersonal, listening, and multitasking skills with a good understanding of client service responsibilities and role in representing ECOWAS values in all interactions.
- Ability to take initiative to resolve routine problems associated with assigned tasks using good judgement in involving colleagues or superiors as required.
- Ability to work as part of a team to resolve concerns, and problems and improve services.
- Ability to manage own time effectively and organize own work area in a manner that will meet performance expectations related to assigned client services.
- Ability to direct people to the appropriate source for further information and ask for help when overwhelmed with client demands.



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G4-04-01

MULTICULTURAL SENSITIVITY AND ADVOCACY

- Ability to demonstrate respect for cultural differences, fairness and ability to relate well with people from varied backgrounds, nationality, gender, ethnicity, race and religion.
- Understanding of diverse cultural views especially within West Africa, with sensitivity to group differences; ability to recognize clichés and bias in certain groups and individuals and to successfully adopt inclusive and culturally appropriate behavior.
- Ability to work in a diverse and inclusive interactive environment benefits from diverse strengths.
- Ability and responsibility for incorporating gender perspectives and ensuring the equal participation of women and men in all areas of work.
- Ability to manage diversity with regard to daily work expectations and assigned tasks.

G4-05-01

KNOWLEDGE OF ECOWAS

- Have a good knowledge of ECOWAS's mandate and operational objectives in relation to assigned responsibilities.
- Ability to keep abreast of Directorate's activities, schedules and objectives relevant to the work team and functional area.
- Have a good knowledge of ECOWAS procedures related to assigned tasks and ability to exercise sound judgment in their application.
- Demonstrate genuine interest and strong commitment to the values and activities of ECOWAS in the daily performance of duties

G4-06-01

ANALITICAL AND CRITICAL THINKING

- Ability to manage, process, and provide accurate information in connection with assigned tasks.
- Ability to organize files and information to facilitate retrieval and proper recordkeeping.
- Ability to identify errors, take prompt corrective action, and learn from experience.
- Ability to challenge established practices and propose improvements in a constructive manner.

G4-07-01

COMMUNICATION

- An excellent command of office tools (Word processing, Spreadsheets, graphic presentations and of new communication technologies. Ability to draft and format presentations, reports, manuals, newsletters, and web content.
- Advanced skills in information sharing using technology, while adhering to established processes practices.
- Excellent verbal communication and assertiveness skills, with a proven ability to recognize, understand, and respond constructively to others' viewpoints.
- Proficiency in information communication technologies (ICT).
- Fluency in oral and written expressions in one of the ECOWAS official languages of the Community namely English, French & Portuguese. Knowledge of any one of the other two will be an added advantage.

G4-08-01

PLANNING AND IMPLEMENTATION

- Ability to manage time effectively for specific tasks in order to meet deadlines and quality, quality requirements.
- Strong organizational skills with excellent ability to break down work into smaller tasks and prioritize key steps.



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- Ability to contribute to maintaining the Organization's performance standards during the implementation of new processes, practices, and plans adopted by the directorate and relevant to assigned tasks, with appropriate supervision.
- Ability to monitor progress and set new goals within the scope of assigned responsibilities.
- Ability to honor commitments made.

Evaluation Method: The evaluation of qualified candidates may include a written exercise and a competency-based interview.

ECOWAS Work Environment:

ECOWAS offers a work environment which reflects the values of gender equality, diversity, integrity, and a healthy work-life balance. We are committed to ensuring gender parity within the organization and, therefore, strongly encourage women to apply for positions that match their skills. Persons from ethnic minority groups, indigenous peoples, persons with disabilities, and other underrepresented groups, are also strongly encouraged to apply. Diversity, equity, and inclusion are at the heart of ECOWAS's workforce.

Disclaimer:

Selection and appointment will be subject to a background check and reference checks, as well as other administrative requirements.

ECOWAS does not charge any fees for applications, processing, training, interviews, or tests related to the application or recruitment process and does not request information about applicants' bank accounts.

This position is subject to local recruitment in accordance with Article 9.3 of the ECOWAS Staff Regulations (revised in 2021). All General Service and related categories of staff are recruited from among ECOWAS citizens residing in the Member State where the position has been advertised. Locally recruited staff are not eligible for allowances or benefits reserved for international recruitment.