CENTER FOR PUBLIC HEALTH & DEVELOPMENT
Saving Lives Through Innovations

Center for Public Health & Development
Lower Hill Duplex, Suite # 39
Upper Hill; Lower Hill Road,
P.O Box 34005- 00100- Nairobi, Kenya
Tel: +254 20 2583772

Job Description: Human Resources Manager

Department	Operations and Administration
Reporting to	Chief Operations Officer
Collaborates with	Head of Finance, Programme Leads, the Senior Management Team (SMT), and leadership across CPHD and MQG
Duty station	Nairobi, with occasional field travel
Position level	Senior Management

Organization Overview

The Center for Public Health and Development (CPHD) is a Kenya-based non-profit organization committed to strengthening health systems and improving access to quality healthcare across East and Southern Africa, with a particular focus on maternal, neonatal and child health (MNCH). CPHD combines local expertise with global knowledge through health systems strengthening, capacity building, strategic partnerships and innovative programmes.

MediQuip Global (MQG) is CPHD's social enterprise, advancing access to affordable, quality medical equipment and healthcare technologies, together with training, installation, maintenance and technical support. CPHD and MQG share a common health-impact mission while operating under distinct non-profit and commercial mandates. The Human Resources Manager supports both entities through aligned standards and appropriately tailored HR practices.

Role Purpose

Provide strategic and operational human resource leadership across CPHD and MQG, ensuring compliant, fair and effective people management throughout the employee lifecycle. The Manager leads workforce planning, talent acquisition, performance accountability, organizational development, employee relations, safeguarding and HR systems, while enabling leaders and staff to adopt appropriate digital and AI tools that improve the efficiency and quality of their work. As a member of senior management, the role advises leadership on people risks, culture, capability and organizational readiness.

1. HR Operations & Administration

- Oversee day-to-day HR operations, including contracts, leave, staff records, confirmations, probation and staff exits.
- Maintain secure, accurate physical and digital personnel records in line with applicable data protection requirements.
- Coordinate payroll inputs and staff benefits with Finance, ensuring accuracy and timely submission.
- Maintain HR trackers for contract expiry, leave, probation, training and statutory obligations, and provide timely reports.
- Apply consistent HR service standards across CPHD and MQG while respecting their distinct employment and operational requirements.

2. Recruitment, Onboarding & Employee Transitions

- Lead transparent, inclusive, competency-based recruitment, from workforce requisition through to selection and offer.
- Coordinate job advertisements, shortlisting, interviews, reference checks and appointment documentation.
- Work with Programme Leads, MQG management and Finance on workforce plans, project charters, staffing budgets and succession needs.
- Lead induction and onboarding, covering policies, safeguarding, performance expectations and essential digital tools.
- Manage offboarding, exit interviews and clearance, and analyse employee turnover trends.

Center for Public Health & Development
Lower Hill Duplex, Suite # 39
Upper Hill; Lower Hill Road,
P.O Box 34005- 00100- Nairobi, Kenya
Tel: +254 20 2583772

3. Performance Management & Staff Development

- Own the annual performance management cycle, including objective setting, mid-year reviews, appraisals and documentation.
- Coach supervisors on setting clear targets, giving regular feedback, conducting probation reviews, recognizing good performance and assessing performance fairly.
- Coordinate documented performance improvement plans and follow up with line managers on underperformance.
- Identify organizational capability gaps and develop annual priorities for learning, leadership development and talent retention.
- Maintain a training and skills database and provide quarterly performance and development insights to the SMT.

4. Employee Relations, Culture & Engagement

- Serve as a trusted point of contact for employee relations matters, ensuring that concerns are handled consistently and confidentially.
- Coordinate fair, timely and well-documented grievance and disciplinary processes, including workplace harassment complaints, with referral for independent investigation where appropriate.
- Protect against retaliation, uphold due process, and escalate serious misconduct and safeguarding risks through approved channels.
- Promote respectful conduct, employee engagement, wellness and organizational values across CPHD and MQG.
- Conduct periodic staff engagement checks and work with management on corrective actions and communication.

5. HR Policies, Compliance & Systems

- Lead the periodic review, communication and consistent application of HR policies, procedures, contracts and templates.
- Coordinate compliance with Kenyan employment legislation and with NSSF, SHA, PAYE, WIBA, occupational safety and data protection obligations, working with relevant functions.
- Maintain audit-ready HR documentation and follow up on audit findings and compliance risks.
- Improve HR information systems, electronic records, process automation and people analytics, and produce dashboards on headcount, turnover, leave, recruitment and performance.
- Ensure that CPHD and MQG HR policies are aligned where appropriate, with clear entity-specific requirements.

6. Safeguarding, Health & Safety

- Champion safeguarding, the prevention of harassment and abuse, ethical conduct and safe reporting mechanisms.
- Coordinate induction and refresher training for staff on safeguarding, workplace conduct, and occupational health and safety.
- Work with designated leads to track safety committee actions, staff welfare, insurance and wellness support.
- Ensure that sensitive reports are handled confidentially, documented appropriately and escalated promptly.

7. Strategic HR Support to Management

- Advise senior management on workforce structure, staffing risks, retention, organizational development and change management.
- Provide HR input into programme and commercial workforce planning, budgets, donor requirements and operational reviews.
- Support succession and continuity planning for critical roles across CPHD and MQG.
- Provide quarterly HR risk and performance reports, with recommendations and follow-up actions.
- Escalate complex HR issues to the Chief Operations Officer and other authorized leadership, as required by approved procedures.

CENTER FOR PUBLIC HEALTH & DEVELOPMENT
Saving Lives Through Innovations

Center for Public Health & Development
Lower Hill Duplex, Suite # 39
Upper Hill; Lower Hill Road,
P.O Box 34005- 00100- Nairobi, Kenya
Tel: +254 20 2583772

8. Digital Transformation, AI Adoption & Organizational Efficiency

- Champion staff adoption of approved digital technologies and AI tools across CPHD and MQG to improve productivity, communication, reporting and service delivery.
- Partner with department heads to identify repetitive processes suitable for streamlining, automation or AI-assisted work.
- Assess staff digital skills gaps and coordinate practical training, coaching, peer learning and ongoing support.
- Support the responsible use of digital and AI tools in drafting, research, analysis, planning and routine administrative work, with human verification of outputs.
- Work with management and technical leads to establish appropriate safeguards for privacy, confidential personnel information, donor data and responsible AI use.
- Track adoption, staff feedback, training completion and demonstrable improvements in turnaround time and workflow efficiency.

Qualifications and Experience

- A bachelor's degree in Human Resource Management, Business Administration or a related field.
- Holder of the Certified Human Resource Professional of Kenya (CHRP-K), an active member of the Institute of Human Resource Management (IHRM), and in possession of a valid practising licence.
- At least 5–7 years of progressively responsible HR experience, including a minimum of two years in a senior management or supervisory capacity.
- Demonstrated experience in recruitment, performance management, employee relations, HR compliance and policy implementation.
- Proficiency in Microsoft Office and HR information systems; practical familiarity with digital productivity tools and responsible AI use is desirable.
- A sound understanding of Kenyan labour legislation, occupational safety, safeguarding and data protection requirements.

Core Competencies

- Strategic HR leadership and sound judgement
- Employee relations, safeguarding and confidentiality
- Performance accountability and coaching
- Workforce planning and organizational development
- Digital literacy, AI adoption and change leadership
- People analytics, reporting and process improvement
- Collaboration, communication and integrity

Indicative Performance Measures

- Timely recruitment, onboarding, contract renewals and statutory HR submissions.
- Completion and quality of performance reviews, and follow-up on improvement plans.
- Timely, fair resolution and appropriate escalation of employee relations and safeguarding matters.
- Delivery of staff development priorities and measurable participation in digital and AI training.
- Quarterly HR reporting and documented improvements in selected processes and turnaround times.

Safeguarding and Data Protection

CPHD and MQG are committed to safeguarding the welfare of all individuals and protecting personal information. The Human Resources Manager is expected to uphold professional ethics, confidentiality, fair process and applicable data protection requirements, and to report any safeguarding or data protection concerns promptly through approved channels. Confidential employee or programme data must not be entered into unapproved AI systems.