

<b>JOB DESCRIPTION</b> <b>Medecins Sans Frontieres Japan (MSF Japan)</b>	
<b>Department/Section:</b> HQ Human Resources Department	
<b>Position:</b> HQHR Manager	<u>Reporting to:</u> Head of HQHR and Admin. <u>Number of direct reports:</u> 3-5
<b>Duration:</b> Open-ended contract	
<b>Working Hours:</b> Full-time (40 hours/week)	
<b>Job grade:</b> D	

#### **Purpose of the position**

Under the direction of the Head of HQHR and Admin., the HQHR Manager:

- Is responsible for providing high-level human resources and general affairs services to the MSF Japan office,
- Contributes to improving the performance of the organisation as a whole by implementing HR measures, improving operations and the work environment in line with the organisation's strategic objectives,
- Appropriately recruit and hire suitable human resources, which is the most important for the organisation, while leading team members, and
- Efficiently manage and provide guidance to team members to ensure that they work appropriately, efficiently and accurately within their respective roles and that the level of HR operations within MSF Japan improves.

#### **Requirements of the position**

Based in Japan (commutable area to the Office in Waseda)

#### **Objectives**

The specific objectives are set and agreed upon with the supervisor during the performance and development process on a yearly basis.

#### **Main Responsibilities**

The position holder manages the following duties directly or by supervising his/her subordinates.

##### **1. Team Management:**

- Manage team members' work progress, set targets, evaluate and train them.
- Conducts regular team meetings to facilitate information sharing and problem solving.
- In collaboration with Head of HQHR and Admin., reports on the team's work plan and achievement of KPIs.

##### **2. Talent Acquisition and Employee Retention:**

- Lead the recruitment process, including the agent management, job posting, screening, interviewing including implementing tasks and 1 on 1, setting the hiring salary and hiring in collaboration with the hiring managers/directors.
- Coordinate new hire onboarding and exit processes, including the improvement of such processes.
- Monitor employee engagement, implementing creative initiatives to enhance workplace satisfaction.

##### **3. Performance Evaluation:**

- Implement the HR evaluation system in a timely and appropriate manner.
- Monitor the evaluation status of managers in each department and provide necessary coaching.
- Review existing evaluation systems and support Heads in establishing better systems.

**4. Remuneration:**

- Support Head of HQHR and Admin. in maintaining an appropriate remuneration level in the Japanese market while aligning with MSF's overall policy (Global Grading) for international operations.

**5. Learning & Development:**

- Collaborate with the L&D Manager of Field Human Resources Department to create training plans tailored to job levels and job types of MSFJ HQ staff.
- Promote self-training system and create an environment where staff can grow on their own.

**6. Implementation and Improving HR Practices:**

- Accurately manage and report payroll, social insurance tax, end of service payment and HR data, etc.
- Responsible for the operation of HR systems and policies, and proposes improvements where necessary.
- Properly conclude and manage various contracts.
- Assists in resolving internal HR issues in cooperation with department managers.
- Provides the Head of HQHR and Admin. with statistical information and analysis on HQHR and overhead costs for annual plan, budget, audit, reporting, etc. ( including trends of tsubo / rental cost per square meter near the Office, analysis of insurance covers and costs)

**7. Employee Relations and Labor Relations:**

- Provides expert advisory to employees on HR policies and work-related issues when any issues are raised.
- Takes a proactive approach to resolve employee relation problems upon request from Head of HQHR and Admin.
- Ensures that employees have a safe working environment, free from discrimination and harassment.
- Provides HR expert insight to Head of HQHR and Admin. for decision-making on complex disciplinary/grievance HR issues

**8. Management of General Affairs Roles:**

- Responsible for general administration tasks such as office environment maintenance, equipment management, travel arrangements and contract management.
- Manages practices related to health and safety, disaster preparedness and business continuity planning (BCP).
- Coordinates and negotiates contracts with external suppliers to optimise costs and quality, while maintaining good relations with them.
- Appropriately manage and lead the General Admin. Officer to ensure efficient office operations.

**9. Project Management and Operational Improvements:**

- Lead or support projects to improve human resources and general affairs operations.
- Be responsible for day-to-day operations in the field when introducing new systems or reviewing business processes.

**10. Others (upon request from Head of HQHR and Admin.):**

- Runs/performs any HQHR project / activity delegated by the Head of HQHR and Admin. and part of the departmental plan of action
- Ensures that HQHR complies with GDPR & Japan legal requirements on data privacy

- Provides necessary information for internal/external audit relating to HR, produce reports for government survey or organization registration purpose etc.
- Organizes the annual employee engagement survey and related communication
- Health Safety and Security: ensure that the Health Committee holds meeting regularly and that MSF-J complies with health and safety requirements (including training on first aid response)
- Covers gap in HQHR team

### Qualifications and requirements

#### Essential Skills and Experience

- Strong commitment to and interest in MSF and humanitarian aid work
- Minimum 5 years' expertise in HR Management and Employee Relations
- Solid knowledge of Japanese labor law and HR related regulations
- Proactive approach to solving HR related issues (solution-oriented)
- Excellent project management skills
- Strategic and analytical way of thinking
- Knowledge and experience of office management and experience of successful change management in HR policies/practices
- Strong communication and interpersonal skills based upon excellent skills in active listening, assertive communication and negotiation.
- Native level of Japanese and fluency in English is essential.
- PC skills: Excel, Word and PowerPoint are essential.

#### Special Notes:

This Job Description is only a summary of the typical functions of this position and not an exhaustive or comprehensive list of all possible job responsibilities and duties. Accordingly, the responsibilities and duties of the jobholder might differ from those outlined in this Job Description and the other duties, as assigned, might be part of the job due to the organizational and operational needs.

### Other Conditions

- Salary to be defined as per MSF Japan Salary Scale
- Social insurance coverage: Japanese government insurance (Health Insurance, Welfare Pension, Employment Insurance and Workers' Accident Insurance)
- Holiday: Saturday, Sunday, Japanese national holidays, and any other days specified by MSF Japan

Application Documents (Please send all these documents)	<ol style="list-style-type: none"> <li>1. CV, with your photo if possible (in English)</li> <li>2. Motivation Letter (in English)</li> <li>3. 履歴書（和文・できれば写真付）</li> <li>4. 職務経歴書（和文）</li> <li>5. 志望動機書（和文）</li> </ol>
Email Address	Please send the above documents to: <b>hqhr-recruitment@tokyo.msf.org</b>
Application Deadline	July 14, 2025
Note	Only short-listed applicants will be contacted. We will close the position as soon as we find the best candidate.