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

**Context/Background of this position**

MSF Japan's HQ Human Resources function provides the day-to-day people operations and practical HR support required for the stable running of the office. The HQHR Manager manages the operational delivery of the HQHR team under the direction of the Head of HQHR and Admin. The Head of HQHR & Admin. sets the strategic direction, determines major policy and remuneration matters, leads significant organisational change, and retains accountability for material employment decisions and matters requiring escalation to the General Director, Leadership Team or Board. The Manager ensures that agreed priorities are translated into workable processes, cases and team activity, and raises risks or capacity constraints in a timely manner.

**Purpose of the position**

Under the direction of the Head of HQHR and Admin., the HQHR Manager manages the reliable and consistent delivery of HQHR operations and the day-to-day work of the HQHR team. The position provides practical HR support to employees and people managers, implements agreed HR initiatives, and ensures that operational issues, risks and capacity constraints are appropriately addressed or escalated.

**Requirements of the position**

Based in Japan and able to commute to the MSF Japan Office in Waseda.
Able to work effectively in a bilingual and multicultural environment.

**Objectives**

The specific objectives are set and agreed upon with the supervisor during the performance and development process on a yearly basis. Initial priorities include stabilising the division of work within HQHR, strengthening documentation and operational continuity, improving consistent support to managers and employees, and contributing to agreed HR improvement projects.

**Main Responsibilities**

The position holder manages the following duties directly or through the supervision and coordination of team members. Strategic direction, major policy choices and final decisions on material organisational or employment matters remain with the Head of HQHR and Admin. or the relevant organisational decision-maker

1. **HQHR Team Management and Service Delivery:**
   **Accountability:** Manages the HQHR team's day-to-day work so that essential HR services are delivered accurately, consistently and on time.

   - Manage workload, priorities, objectives and performance of the team members.
   - Conduct regular team meetings and one-on-one discussions, giving practical direction, support and feedback.
   - Clarify roles, workflows, handovers and documentation, and reduce avoidable duplication or dependency on individuals.
   - Monitor operational progress and service issues and report significant risks, delays and resource constraints to the Head of HQHR and Admin.
   - Maintain continuity of critical HR services during periods of absence, peak workload or emergency response.

2. **Employee Relations and Manager Support:**

**Accountability:** Acts as the operational HR contact for routine and moderately complex employee relations matters, ensuring appropriate fact gathering, documentation, advice and escalation.

- Provide practical guidance on performance, attendance, leave, return to work, conduct, HR policies and the application of employment rules and procedures.
- Support people managers to address employee relations issues early and consistently, including preparation for discussions and appropriate records.
- Coordinate fact finding, meetings, documentation and follow-up for cases within delegated authority.
- Identify legal, financial, reputational or organisational risks and escalate material or highly sensitive matters to the Head of HQHR and Admin. with relevant facts, options and a recommendation.
- Coordinate input from Legal or external specialists when agreed with the Head of HQHR and Admin.
- Support the consistent application of policies and appropriate escalation of concerns relating to discrimination, harassment and the working environment.

3. **Recruitment and Employee Lifecycle Operations:**

**Accountability:** Oversees the operational quality and consistency of recruitment and employee lifecycle processes within staffing priorities and conditions agreed by the Head of HQHR and Admin. and relevant hiring managers/directors.

- Coordinate recruitment planning with hiring managers and manage the end-to-end selection process.
- Ensure consistent screening, interviews, assessments, reference checks, offer administration and candidate communication.
- Oversee and improve onboarding, probation administration, internal movement and exit processes.
- Prepare hiring salary and employment-condition proposals in accordance with approved salary structures and delegated approval processes.
- Track recruitment and lifecycle information and highlight recurring issues or improvement opportunities.
- Coordinate agreed learning and development activities with relevant internal stakeholders.

4. **HR Administration, Systems and Compliance:**

**Accountability:** Oversees the accurate operation and control of core HR administration, systems and records in line with approved rules, legal requirements and agreed service standards.

- Oversee payroll, social insurance, taxation, benefits, employment contracts, leave administration and HR data through appropriate checks and delegation.
- Ensure that HR records, systems, templates, and process guidance are maintained and used consistently.
- Coordinate regular HR reporting, statutory surveys, audit information and budget-related HR information.
- Support the consistent implementation of approved HR policies, procedures and the performance management process.
- Manage day-to-day relationships with HR vendors and escalate material service, cost, confidentiality or compliance concerns.
- Ensure that personal data is handled in accordance with applicable Japanese legal requirements and relevant MSF standards.

5. **HR Improvement Projects and Change Implementation:**

**Accountability:** Coordinates or contributes to agreed HR improvement projects, focusing on practical implementation rather than ownership of MSF Japan's overall HR strategy.

- Prepare process maps, implementation plans, communications, guidance, data and system requirements for agreed projects.
- Coordinate milestones, stakeholders, issues and follow-up under the sponsorship or direction of the Head of HQHR & Admin.
- Collect operational feedback and recommend practical adjustments after implementation.
- Contribute to the operational design, preparation and implementation of agreed initiatives, such as Performance Management Process improvement, Global Grading Framework (GGF)-related preparation, employee engagement follow-up and HR system enhancement.

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

**Accountability:** Provides limited management coordination of General Administration activities through the designated officer, while major facilities, safety, security, budget and contractual decisions remain with the Head of HQHR & Admin. or other authorised functions.

- Oversee day-to-day General Administration service delivery through the General Admin. Officer, including office environment, equipment, travel arrangements and operational supplier matters.
- Provide day-to-day management and guidance to the General Admin. Officer to support efficient office operations.
- Support coordination of health and safety, emergency and disaster preparedness and business continuity planning (BCP) activities.
- Coordinate and negotiate contracts with external suppliers to optimise costs and quality, while maintaining good relations with them.
- Appropriately escalate significant facilities, supplier, safety or operational risks or issues to the Head of HQHR and Admin. or relevant authorised function.

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

**Accountability:** Undertake other reasonable duties within the scope and level of the position, as agreed with the Head of HQHR and Admin., taking account of priorities and available capacity.

**Safeguarding Requirements for the Role**

Contributes to a safe, respectful and inclusive working environment and follows applicable MSF safeguarding and reporting requirements. As a people manager and HR contact, the role supports prevention, appropriate documentation and timely referral of concerns, while matters requiring investigation, formal decision or senior organisational action are handled through the authorised process.

**Qualifications and requirements**

Essential Skills and Experience

- Strong commitment to and interest in MSF and humanitarian aid work
- Proven broad HR experience in Japan, including practical experience in employee relations and HR operations
- Practical knowledge of Japanese labour law and HR-related regulations, including the judgement to recognise when specialist advice is required
- Experience in supervising, coordinating or developing team members
- Ability to organise competing priorities, maintain reliable documentation and communicate capacity constraints and risks in a timely manner
- Strong analytical judgement and the ability to translate agreed priorities into practical actions
- Clear written and verbal communication, active listening, assertiveness, negotiation, interpersonal and stakeholder coordination skills
- Strong coordination and project implementation skills
- Knowledge of office management and experience implementing changing to HR policies or practices
- Native level of Japanese and fluency in English is essential.
- PC skills: Proficiency in MS Excel, Word and PowerPoint.

Desirable Skills and Experience

- Experience in an NGO, international organisation or multicultural working environment
- Experience with HR systems, payroll vendors or change implementation
- Knowledge of performance management, job grading, reward or organisational development practices
- Experience coordinating General Administration or office-management services

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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

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| Application Documents (Please send all these documents) | 1. CV, with your photo if possible (in English)<br>2. Motivation Letter (in English)<br>3. 履歴書（和文・できれば写真付）<br>4. 職務経歴書（和文）<br>5. 志望動機書（和文） |
| Email Address | Please send the above documents to:<br>**hqhr-recruitment@tokyo.msf.org** |
| Application Deadline | November 30, 2026 |
| Note | Only short-listed applicants will be contacted.<br>We will close the position as soon as we find the best candidate. |