



TERMS OF REFERENCE

Human Resources Manager

Reporting to: Executive Director

Introduction

Ya'axché staff are expected to work cooperatively with others, demonstrate flexibility in organizing work, have good communication skills and demonstrate thoughtfulness in decision making. Staff must be non-judgmental and receptive, live up to the values of integrity, respect and professionalism while reflecting genuine concern toward both the biosphere and the communities where Ya'axché is active.

Purpose:

The **Human Resources Manager** is responsible for managing the HR functions, including recruitment, employee relations, performance management, training and development, compliance, and other HR related services. The Human Resource Manager ensures the organization has the right people in the right roles to achieve its objectives. The duties also encompass performance management, compensation and benefits administration, employee relations, and workforce and strategic planning. The Human Resources Manager is responsible for creating and enforcing policies and procedures that comply with employment laws and regulations, as well as promoting positive company culture that values diversity, equity, and inclusion, and employee well-being.

Manager Position: Entry Level (Level 1)

Primary Relationships

- Supervisor: Executive Director
- Admin & Finance Teams
- Program Directors
- Program Managers
- COL/PAM/SCI Teams
- Field Staff

Key Areas of Responsibility

- Human Resources Oversight
- Human Resources Policies & Procedures
- Staff Management and Recruitment Processes Oversight
- Employee Training Program Management
- Conflict Management and Resolution
- Employee Performance Management
- Staff Satisfaction Assessments

Main Duties and Responsibilities:

The Human Resources Manager is accountable for:

1. Conducting the recruitment, hiring and onboarding of personnel, including interviews along with program directors and/or managers following organizational recruitment policies and procedures.
2. Spearheading the orientation process for all newly hired staff.
3. Participating in exit interviews along with Operations Director.
4. Ensuring all employee personal files are properly archived—standardized and updated.
5. Leading and overseeing job postings for vacant positions in collaboration with Marketing & Communications Manager.
6. Acting as a liaison between employees and management to resolve workplace issues and conflicts, including the investigation, documentation and reporting of these issues.
7. Acting as point of contact for the reporting of any employee grievances and address complaints following Ya'axché's policies, including conflict resolution, grievance mechanism, whistleblowing etc.
8. Promoting positive organizational culture and employee engagement.
9. Summarizing staff performance evaluation results in collaboration with Program Directors; results are submitted to the ED for review.
10. Developing strategies for employee retention and career development.
11. Identifying training needs and coordinate employee development programs in communication with the appropriate supervisor or program director.
12. Facilitating leadership trainings, team building exercises, and other professional development initiatives based on the HR policies and procedures handbook.
13. Organizing all staff meetings and end of year all-staff retreat/gatherings.
14. Ensuring compliance with Belize labor laws and standard HR regulations.
15. Updating organizational policies, procedures, employee and HR internal controls.
16. Enforcing organizational policies, procedures, employee, and HR internal controls.
17. Conducting site visits to each site quarterly for staff check-ins and HR discussions with employees.
18. Maintaining leave of absence records by monitoring vacation/sick days, days in lieu reconciliation of employees and providing updates to each employee on approved requests.
19. Developing and implementing yearly staff satisfaction survey.
20. Preparing employee salary verification letters for financial institutions.
21. Liaising with the group health and life insurance provider for all employee insurance matters including arranging yearly medical checkup for staff.
22. Promoting workplace wellness programs.
23. Performing any other tasks from time to time that may be requested, highlighting skills and experience.

Outcomes and Performance Indicators to be achieved by the position:

Outcomes	Performance Indicators
<p><i>1. Recruitment and Hiring Oversight</i></p> <p>Recruitment of personnel fulfills the description and skills needed for the position and are oriented properly before the commencement of tasks.</p>	<ul style="list-style-type: none">▪ Job postings development maintained▪ Successful hiring of qualified candidates▪ Smooth transition of new hires into the organization▪ Adherence to internal policies and regulations▪ Solid orientation session exists for staff and volunteers▪ Documentation of hiring processes for new positions and proper archiving of new hires▪ Staff Terms of References are up-to-date and properly archived for easy accessibility
<p><i>2. Policies and Procedures: Human Resources</i></p> <p>Staff and volunteer capacity matches organisational requirements ensuring appropriate skill set, training and workload for both staff and volunteers.</p>	<ul style="list-style-type: none">▪ Maintain all staff personnel records including annual records of staff vacation days, days in lieu, sick/paternity/maternity leave, and sick leave.▪ Life and Health insurance and social security system is maintained▪ Organizing of Ya'axché annual medical check-up▪ Organizing and promotion of health and wellness activities▪ Staff satisfaction survey is conducted annually▪ HR policy and procedures are within labour standard codes and effective systems for hiring, compensation and grievances are in place▪ Successfully implement and socialize HR Policy and procedures with staff
<p><i>3. Staff Conflict Resolution and Management</i></p> <p>Effective strategies and processes implemented to address and resolve conflicts among employees.</p>	<ul style="list-style-type: none">▪ Fair and timely resolution of employee's issues▪ Effective handling of complaints leading to improved workplace environment▪ Number of conflicts resolved successfully▪ Improved communication and resolution of conflicts

Place(s) of work:

- Main Office: #3 Ogaldez Street, Punta Gorda, Toledo District, Belize
- Golden Stream Field Station, Golden Stream Community, Toledo District, Belize
- Maya Golden Landscape in southern Belize

Qualifications:

Education Level, Experience, and Specific Skills:

- Master's or bachelor's degree in human resources management, or related field
- Minimum three years' experience in HR, with at least 2 years in a management role
- In-depth knowledge of HR best practices, labour laws, and employment regulations
- Strong interpersonal and communications skills
- Ability to handle sensitive employee issues with discretion
- Excellent writing and reporting skills
- Ability to lead and motivate teams in a dynamic work environment
- Self-motivated and can work without close supervision

Desired Qualities:

- Familiarity with the culture and traditions in Toledo District is an asset
- Sensitivity to the needs of persons with low literacy and/or English as a Second Language (ESL) when creating written materials
- Self-motivated and able to work independently with minimal supervision
- Ability to work with a wide variety of individuals (including a multicultural in-house team) by using tact, diplomacy and flexibility, resolve conflict effectively
- Ability to lead organizational and institutional strengthening
- Ability to lead and operate as part of a team in a dynamic environment, as well as self-motivation, drive and enthusiasm to work under own initiative
- Ability to work under pressure, manage multiple tasks and allocate time effectively to meet internal and external deadlines
- Ability to think strategically, logically and to apply common sense, meticulous attention to detail, dependable and reliable, with a positive attitude
- Effective team player and committed to support and improve the overall work of Ya'axché
- Valid driver's license