**Job Title:** Human Resources Assistant (HRA)

**Division/Department:** Human Resources and Administrations

**Location:** IOU Headquarters - The Gambia

**Reporting Relationship:** Human Resources Manager

**Job Summary:**

The Human Resources Assistant (HRA) is a critical member of the Human Resources department, responsible for providing administrative and operational support to ensure the effective functioning of HR processes. The role includes assisting with recruitment, onboarding, maintaining personnel records, supporting employee relations, and ensuring compliance with organizational policies and labor regulations. The HRA will contribute to a positive work environment and efficient HR operations at the IOU Headquarters in The Gambia.

**Key Responsibilities:**

1. **Recruitment Support**

* Assist with the full recruitment lifecycle, including posting job advertisements, screening applications, tracking applicant progress, and scheduling interviews for HQ vacancies.
* Draft and update job descriptions for open positions, ensuring alignment with organizational needs.
* Prepare employment contracts in compliance with The Gambia’s labor laws and the university’s policies.
* Coordinate onboarding activities for new hires, ensuring a smooth transition and integration into the university.

1. **Documentation Management**

* Maintain and regularly update the HQ Employee Handbook, HR policies, and other relevant HR documentation to reflect current regulations and institutional standards.
* Assist in drafting and updating HR-related policies and procedures specific to HQ operations.
* Respond to employee inquiries and process administrative requests, including the preparation of official letters and documentation.
* Manage personnel files and HR databases, including maintaining and updating records via Google Drive and the HRMS (Zoho) for all HQ employees.

1. **HR Initiatives and Compliance**

* Support the implementation of HR initiatives such as Individual Development Plans (IDPs), performance appraisals, employee satisfaction surveys, and training needs assessments.
* Assist in coordinating and organizing employee training programs, workshops, and engagement activities to enhance workforce development and morale.
* Ensure all HR operations comply with local labor laws and internal IOU policies, keeping up-to-date with any legal changes affecting HR practices.

1. **Employee Relations and Support**

* Serve as the first point of contact for HQ employees on HR-related queries and concerns, providing accurate information and support in a timely manner.
* Assist in mediating conflicts and addressing employee concerns to foster a positive and inclusive workplace culture.
* Ensure effective communication across the department to facilitate the smooth flow of information regarding HR processes and initiatives.

1. **Additional Responsibilities**

* Respond to day-to-day HR inquiries and provide general support for HR-related matters at the HQ.
* Assist with the planning and execution of employee engagement and recognition programs to promote a positive work environment.
* Support the HR team in any additional administrative or operational duties as needed to ensure the smooth running of the department.

**Qualifications:**

* A Bachelor's degree in Human Resources, Business Administration, or a related field is preferred.
* A minimum of 3 years of experience in the HR field, preferably within an educational or corporate environment.
* Strong organizational skills with exceptional attention to detail and the ability to manage multiple tasks effectively.
* Excellent verbal and written communication skills, with a strong ability to interact professionally with staff at all levels.
* Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) and familiarity with HR management systems such as Zoho.
* Demonstrated ability to handle sensitive and confidential information with the highest level of integrity.

This position offers the opportunity to contribute to the growth and success of the International Open University while advancing your career in Human Resources.