



<b>Functional Title:</b>	Senior Manager- People and Culture
<b>Responsibility Level/Grade:</b>	Manager
<b>Department/Project/PN:</b>	People and Culture
<b>Work Station :</b>	Kathmandu, with field visit as required.
<b>Incumbent's Name:</b>	Vacant
<b>Supervisor/Principal Evaluator:</b>	Country Director
<b>Member of:</b>	Senior Management Team (SMT) and Safeguarding Committee

## **BACKGROUND**

CARE Nepal is a not-for profit organization that works across the range of humanitarian action and long-term development programs to fight poverty and achieve social justice by addressing violence against women and girls, women and girls' leadership and voice, inclusive governance, sexual & reproductive health, livelihoods, food and nutrition security, disaster risk reduction, and resilient futures. It brings on its global experience to address the underlying causes of poverty and social injustice, with a distinct focus on the most marginalized and vulnerable women and adolescent girls. It works in partnerships with government, donors, NGOs, civil society organizations, research institutes, private sectors, and also closely collaborates with community members.

## **JOB SUMMARY**

The position will lead the People & Culture (P&C) function as a strategic partner, driving organizational culture, talent strategy, organizational development, learning and development, employee experience, and digital transformation. The role aims to position P&C as a key contributor to CARE Nepal's mission and strategy by championing innovation, inclusion, organizational growth and a people-centered work environment. The incumbent leading the role will be a part of the SMT and support the CD and other members of SMT in taking right decisions and providing guidance when it comes to people management, organizational development and culture. This role will also be part of Safeguarding Committee to keep the working environment safe, fair and enabling.

## **KEY RESPONSIBILITIES AND TASKS:**

### **1. People & Culture Strategy**

- Develop and implement the P&C strategy aligned with organizational goals, support CD to facilitate the delivery of strategic plan.
- Champion a people-centered, inclusive, and values-driven work culture.
- Establish metrics to measure the impact of culture, engagement, and well-being initiatives.
- Assist the Country Director to develop HR strategy and organization structure with development to facilitate delivery of the organization's strategy.



- Work closely with SMT in planning and implementation of the People and Culture strategy and transformation plan in line with the CO strategy, ensuring compliance with local laws and thinking regarding HR and organizational development frameworks (incl. processes, policies, and guidelines).
- Lead HR committee to discuss and review policies or discuss issues on HR and other relevant groups to ensure an inclusive approach.
- Ensure that all staff are well aware and informed about the HR policies, processes, systems, requirements and ongoing changes.
- Support CD in any restructuring or major change which CARE might undergo in future to cater to changing contextual and sector wide needs.
- Actively participate and contribute in future restructurings, change management processes or strategic HR initiatives.
- Act as internal change facilitator and culture ambassador.
- Maintain up-to-date RACI, workflows, and role clarity documents.

## **2. Talent Management , Organizational Culture and Leadership Development**

- Lead recruitment strategy and ensure a values-fit selection process.
- Design and implement a robust onboarding experience.
- Develop career pathing, learning journeys, and support SMT's and SLTs in robust and sustainable succession planning.
- Assess learning requirements across all the levels and build an annual L&D calendar aligned with functional needs.
- Ensure timely, inclusive and regular capacity building programs for all the layers of people and functions.
- Explore opportunities for staff wellbeing on providing psychosocial support, especially in times of crisis.
- Lead the institutionalization of organizational values and behavior models.
- Create department-level team manifestos and help embed them.
- Facilitate regular pulse checks and employee feedback mechanisms.
- Promote psychological safety and belonging across teams.
- Design and implement employee engagement strategies and events to maintain high staff motivation.
- Partner with SMT to build leadership capability across the organization.
- Coach department heads in change leadership, performance conversations, succession planning and team management.
- Institutionalize coaching-style leadership across management layers.

## **3. HR Operations, Policy & Compliance**

- Oversee HR policy development, implementation, and regular review.
- Ensure all P&C operations comply with labor laws, ethical standards, and donor requirements.



- Ensure that effective HR policies and systems exist to support the County Office, and that these are regularly reviewed and updated.
- Undertake a comprehensive review/update of the HR manual once every 2 years. Consult with staff and keep them informed.
- Define and propose a benefits package in accordance with CARE minimum standards, local labor law, and labor market comparators; Provide updates to SMT on new local policies including changes or new implementing rules and regulations on mandatory statutory benefits.
- Streamline operational processes through automation and SOPs.
- Pro-actively lead and oversee staff recruitment processes to ensure timely recruitment and hiring of staff following due process, ensuring that selection and placement are in adherence with the recruitment policy, timelines, and with special attention to building a diverse and inclusive workforce.
- Manage administrative aspects of personnel-related issues, including promotions, transfers, acting assignments, staff confirmation, separation, and in-country or overseas Temporary Duty Assignment (TDY).

#### **4. HR Analytics, Performance and Database Management**

- Implement basic HR analytics (e.g., attrition, diversity, tenure, training ROI).
- Ensure that personnel records of all staff are in order including employment details, medical and GPA insurance.
- Recommend and implement HRIS or other digital tools for efficiency.
- Ensure that HRIS systems are properly updated for efficient management of employment records including leave, travel etc.
- Use data to drive decisions related to workforce planning and development.
- Ensure all information for staff payroll are processed and submitted to the Finance Department on a timely manner.
- Institutionalize performance management cycles (goal setting, reviews, appraisals).
- Strengthen the performance management process and implement the strategy in way that guides and motivates staff towards achieving performance excellence.
- Advise and coach line managers on how to manage performance (including the identification and follow-up of high and low performers, including regular check-ins; guidance on conflict resolutions; gaps and labor-related matters).
- Implement continuous feedback systems and align rewards to performance.
- Design incentive systems that align with organizational values and impact.
- Design effective Performance Improvement Plans in coordination with respective Line Managers for the individuals who needs support and need to grow further to cater to their job requirements.
- Develop and implement succession plans and learning calendars.
- Align P&C support with organizational KPIs and impact indicators.



## **5. Partner Strengthening, Resource Optimization and Budget Management**

- Strengthen governance and people practices among partner organizations through capacity development, compliance checks, and aligned culture initiatives.
- Represent CARE Nepal at inter-agency forums.
- As a member of the Asia Regional HR network participate in the network to contribute to the development of the Asia HROD priorities and for CARE Nepal.
- As a member of the Asia Women Leadership Program take the lead for leadership development for women staff in Nepal in coordination with the Women and Girls Integration focal person.
- Prepare, manage, and monitor the annual P&C departmental budget.
- Ensure cost-efficiency, vendor management, and optimization of HR service delivery.

## **6. Safeguarding**

- Ensure that all CARE Employees and Related Personnel understand and comply with CARE's Safeguarding Policy and either sign the Safeguarding Code of Conduct or sign a Code of Conduct that is consistent with or references this policy and Safeguarding Code of Conduct.
- Ensure safe recruitment and induction practices are in place.
- Ensure that safeguarding commitments are being implemented, coordinated, and monitored including in safer program effort.
- Closely work with safeguarding focal point and FAM focal point to embed safeguarding reporting processes into FAM systems.
- Provide MDS reference check to other peer agencies in communication with CARE USA Safeguarding Team.

## **7. Staff Management, Well-being and Grievance Handling**

- Line Manage the P&C team.
- Review individual work plan, manage performance, provide induction, train, coach, mentor and advise to ensure that they are appropriately motivated and trained and that they understand and carry out their responsibilities to the required standards.
- Provide coherent direction and task delegation to the staff in the P&C department.
- As a member of the Standing Committee, lead and manage all staff grievance and appropriate disciplinary actions in coordination with the Standing Committee and CD.
- Ensure that disciplinary actions are taken in compliance with local legal frameworks and institutional policies (e.g. Code of Conduct).
- Consult with the Legal Advisor on legal HR aspects.
- Provide counselling on staff behavioral problems and promote motivation.
- Ensure effective staff transition process by assisting exiting employees for smooth transition
- Ensure a smooth and timely exit strategy.



## **8. Undertake other responsibilities as required by the Country Director**

- As may be directed by the Country Director, accept any assignment that is in keeping with the type of responsibilities as referenced above.

## **9. Upholding CARE's Core Values and Ensuring its Principles.**

- Link and demonstrate CARE Nepal's core values, programming principles, strategic objects, women and girls equality, and impact in programming and behaviors.
- Comply and exercise organizational values and culture.
- Help to promote rights and good governance.
- Responsive to women and girls' specific needs in all actions and decisions
- Demonstrate positive behaviors following CARE code of conduct and uphold implementation of CARE Safeguarding policy at all levels.
- Conduct awareness raising on CARE safeguarding policy, feedback and accountability channels and code of conduct.
- Safety and Security is everyone's responsibility within CI through full compliance and accountability (as per Principle –ii of the CARE International Safety & Security Principles.

## **KEY COMPETENCIES**

### **A. STRATEGIC AND LEADERSHIP COMPETENCIES**

<b>Competency</b>	<b>Description</b>
<b>Strategic Alignment</b>	Ability to align people strategy with organizational goals and strategic plans
<b>Organizational Design</b>	Understanding of structural design, job roles, and hierarchy in dynamic environments
<b>Change Leadership</b>	Capacity to lead, influence, and support organization-wide change initiatives
<b>Decision-Making &amp; Prioritization</b>	Uses data and insight to make bold, timely, people-centered decisions
<b>Communication</b>	Effectively and appropriately interacts with others to build relationships, influence, and share ideas. Uses tact, diplomacy & cross-cultural sensitivity to navigate difficult situations.



<b>Relationship Building</b>	Develops internal and external trusting & professional relationships. Purposefully develops networks to build value through collaboration.
<b>Inclusion</b>	Contributes to an environment where all employees feel a sense of belonging, valued for their differences, and empowered to participate and contribute freely.
<b>Dynamic Learning Mindset</b>	Continuously seeks opportunities to learn, questions past approaches in the current environment, owns growth and learns from failure.
<b>Delivering Results</b>	Invests time in planning to achieve goals while meeting quality standards & demonstrating commitment.

## **B. TECHNICAL COMPETENCIES**

<b>Competency</b>	<b>Description</b>
<b>HR Policy &amp; Compliance</b>	Deep understanding of Nepal labor law, contracts, benefits, grievance processes
<b>HR Analytics &amp; Metrics</b>	Ability to define, track, and present metrics such as turnover, tenure, DEI, productivity
<b>Recruitment &amp; Employer Branding</b>	Can design inclusive, efficient hiring systems and promote organizational brand
<b>Performance Management Systems</b>	Experience in agile performance systems: feedback loops, OKRs, 360 reviews
<b>Compensation &amp; Rewards</b>	Ability to design salary bands, incentive systems, and recognition models
<b>Learning &amp; Development</b>	Design and execution of L&D calendars, needs assessment, learning journeys
<b>Talent &amp; Succession Planning</b>	Can create career paths, growth frameworks, and talent pool visibility tools



<b>Organizational Development (OD)</b>	Knowledge of frameworks to improve systems, roles, capabilities, and culture
<b>Coaching &amp; Mentoring</b>	Ability to coach team leads and staff on development and performance
<b>Empathy &amp; Emotional Intelligence</b>	High interpersonal sensitivity, emotional regulation, and relational trust
<b>Culture Aviation</b>	Experience embedding organizational values into team rituals and daily behavior
<b>Psychological Safety Advocacy</b>	Creates environments where all employees feel safe to contribute, fail, and grow
<b>Conflict Resolution</b>	Ability to mediate issues fairly, sensitively, and constructively

### **C. PROCESS AND DIGITAL COMPETENCIES**

<b>Competency</b>	<b>Description</b>
<b>SOP &amp; Workflow Design</b>	Ability to write clear SOPs and map workflows with clarity and accountability
<b>RACI &amp; Governance Structures</b>	Can design RACI matrices and define team & SMT-level governance
<b>Tech-Driven Efficiency</b>	Uses automation and digital tools to streamline admin HR tasks
<b>Documentation &amp; Reporting</b>	Produces audit-ready, compliant, and clear HR documentation



**REQUIRED QUALIFICATIONS AND EXPERIENCES**

- Bachelor's Degree in Human Resource Management, Organizational Development or related field with minimum of 5 years progressive HR experience, including 3+ years in a leadership role. A Master's degree is preferred.
- Knowledge and experience in human resource planning, strategy development and leading change management processes.
- Good knowledge of employee management and conflict management including sexual harassment, violence against women and girls, and grievance handling procedures.
- Strong understanding of Nepali labor laws, compliance, and NGO/INGO culture.
- Experience in corporate and/or development sectors preferred.
- Familiarity with HRIS systems, performance platforms, and L&D tools.
- Fully conversant in Microsoft Office with knowledge in Microsoft Word, Power Point and Excel.
- Excellent interpersonal skills and ability to work with a diverse group of people.
- Experience and skills to supervise, monitor and evaluate HR activities.
- Strong communication, training and networking skills.
- Demonstrated understanding of women and girls equality and a commitment to CARE's approach and values including ethnic diversity and cultural sensitivity.
- Fluency in English and Nepali (written and spoken).

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

Agreed by: \_\_\_\_\_

Date: \_\_\_\_\_