

Location: Silverleaf Academy Usa River Campus, Tanzania

Position: Human Resources & Compliance Officer

Contract Type: Full Time

Contract Duration: 2 years

Line Manager: Head of Finance and Administration

Organization

Silverleaf Academy is a chain of affordable private pre-primary and primary schools, educating children aged 3-14. Our mission is to provide lower-middle-income families in Tanzania with the highest quality learning at the most affordable levels. Using the national Tanzanian curriculum, Silverleaf schools deploy an inclusive, tech-supported curriculum inside every classroom, and adopt an innovative team-teaching approach and in-service training program. Our schools are specifically designed to build both student academic competencies and wider life, leadership, and learning skills. It is our promise to our students and their parents that Silverleaf students will not leave school without full mastery of the basic skills of writing, reading and math, while also being prepared for a world where critical thinking, team collaboration, and entrepreneurship are paramount. Silverleaf currently has one fully operational campus in Usa River serving approximately 400 pre-primary to standard 7 students. By January 2025, the target is to grow the Usa River campus to over 1,000 daycare up to standard 7 students. In addition, the organization will set the foundation for the acquisition of two new campuses serving a further 500 students by January 2025. For this rapid growth and scaling phase, the organization requires a capable and professional Human Resources & Compliance Officer to provide support in building and developing teams.

Role

The Human Resources & Compliance Officer at Silverleaf Academy is entrusted with fostering a harmonious and productive work environment for our diverse team of over 60 professionals across multiple sites. This pivotal role is dedicated to optimizing HR operations, ensuring compliance with labor regulations, and championing employee well-being. By overseeing critical functions such as payroll, performance assessments, recruitment, and staff welfare, the Coordinator plays a key role in the growth and success of the organization. Through meticulous record-keeping, policy enforcement, and insightful analytics, they facilitate a culture of continuous improvement.

Key Performance Indicators

1. Training Hours per Employee: number of hours of training and development for each employee.
2. Employee Satisfaction Index: Employee contentment and engagement within the organization.
3. Turnover Rate: percentage of employees who leave the organization over a specific period.
4. Time-to-Fill Vacancies: Average amount of time it takes to fill open positions within the organization.
5. Compliance with HR Policies: Extent to which employees adhere to HR policies and procedures.

Responsibilities

1. **Payroll Management:** Ensure accurate and timely processing of payroll in compliance with local regulations and organizational policies. Maintain payroll records, including tax deductions, benefits, and leave balances.
2. **Performance Appraisals:** Develop, implement, and manage an effective performance appraisal system. Provide guidance to managers and employees on performance evaluation processes.
3. **Recruitment and Hiring:** Coordinate the recruitment process, including drafting job descriptions, advertising, shortlisting candidates, and conducting interviews. Oversee onboarding and orientation processes for new hires.
4. **Termination and Exit Interviews:** Manage the termination process, ensuring compliance with legal requirements and organization policies. Conduct exit interviews to gather feedback and insights for continuous improvement.
5. **Staff Welfare and Benefits:** Administer employee benefits programs, including health insurance, retirement plans, and leave policies. Monitor and enhance staff welfare programs to promote a healthy work-life balance.
6. **Compliance and Policies:** Ensure compliance with relevant employment laws and regulations. Develop and update HR policies and procedures in line with best practices and legal requirements.
7. **Employee Relations:** Mediate and resolve workplace conflicts and disputes. Provide advice and guidance to employees on HR-related matters.
8. **Training and Development:** Identify training needs and coordinate professional development opportunities for staff. Facilitate workshops or training sessions as required.
9. **Record Keeping and Reporting:** Maintain accurate and up-to-date HR records, including personnel files, attendance, and performance records. Generate HR reports for management review and decision-making.
10. **HR Metrics and Analytics:** Establish and track key HR performance indicators (KPIs) such as turnover rate, employee satisfaction index, training hours per employee, compliance with HR policies, and time-to-fill vacancies.

Skills and Attributes

- Minimum of Bachelor's Degree in Human Resources, Business Administration, or a related field.
- At least three (3) years' experience in Human Resources Management in a Tanzanian context
- Strong knowledge of Tanzanian labor laws and regulations.
- Fluency in written and spoken English and Kiswahili
- Computer literacy and adaptability, including financial and human resource systems
- Desire to learn, innovate and build robust and impactful systems and processes
- Comfortable with using initiative and meeting targets in a fast-paced environment
- Passion for generating exceptional outcomes for young people in Tanzania

Values

An essential part of the Silverleaf model is adherence to the core values of the organisation:

1. **Lead the Way** - Demonstrate the principles of servant leadership by practicing empathy, considering needs of others, and setting a good example for peers in your community.
2. **Build for the Future** - Look beyond today and equip yourself with the skills, attitudes and tools required to be a socially responsible global citizen in the world of tomorrow.

3. Ask Why and Why Not - Think critically and use evidence to support your decisions, to find proactive ways to challenge what is possible and to innovate for positive changes.
4. Speak, Listen, and Learn - Work together by sharing your ideas in an organized way, listening to the views of others, and considering different perspectives and angles.
5. Unwavering Mission Focus - Set clear goals and be disciplined, diligent and determined in achieving them to the very best of your ability, regardless of the obstacles that may arise.

To apply for this role, please send your CV and cover letter to hr@silverleaf.co.tz and copy in finance@silverleaf.co.tz. Kindly include the job title in the subject line of your email.

Alternatively, you can also send us your CV and an introductory note directly via our website at <https://www.silverleaf.co.tz/talent-pool>. Please make sure you specify the job title in the “anything else you would like us to know about you” section.