



P.O.BOX 1221, Shangani East Street, Mtwara - Tanzania  
Phone: (Cel)+25523232481 | Email: info@doorofhope.or.tz  
Website: www.doorofhope.or.tz

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Human Resources &amp; Administration Officer</b>
<b>Department:</b>	<b>Human Resources &amp; Administration</b>
<b>Location:</b>	<b>Mtwara, Tanzania</b>
<b>Employee Category</b>	<b>Full Time</b>
<b>Sector:</b>	<b>NGO</b>
<b>Duration:</b>	<b>12 Months (Renewable)</b>
<b>Start Date:</b>	<b>November, 2024</b>

### **Background/ DHWYT Summary:**

**DOOR OF HOPE TO WOMEN AND YOUTH TANZANIA (DHWYT)** is a non-governmental, non-profit organization based in the Mtwara, Tanzania. Since its establishment and inception in 2016 has been striving to promote and empower Tanzanians Youth and Women to make use of their mental and physical abilities in discovering and utilizing the national potentials for sustainable socio-economic development. Before it was fully and legally recognized, it was known as Tanzania Youth and Women Foundation (TYWF).

### **Job Purpose:**

The HR and Administration Officer will support the organization in ensuring effective human resources and administrative management aligned with local labor laws and donor requirements. This role will implement HR policies, compliance standards, and administrative procedures to enhance organizational efficiency and ensure compliance with legal and regulatory standards. The HR and Administration Officer will provide operational support in areas such as recruitment, employee relations, performance management, and general office administration, fostering a work environment that upholds the organization's values and regulatory obligations.

### **Key Responsibilities:**

#### **1) Human Resources Responsibilities:**

- Implement and monitor HR policies and procedures to ensure alignment with organizational goals, local labor laws, and donor requirements.
- Manage recruitment and onboarding processes, including job posting, candidate screening, interviews, and new hire orientation, to ensure a smooth integration for new employees.
- Oversee employee relations activities, including addressing grievances, fostering positive workplace culture, and ensuring fair application of policies.
- Support performance management processes, including probationary reviews, appraisals, and employee development planning.



- Maintain accurate and confidential employee records and HR documentation, ensuring compliance with data protection regulations.
- Coordinate training and development initiatives to build staff capacity in line with organizational needs and compliance requirements.
- Conduct regular audits to ensure HR practices meet compliance standards and update policies as necessary to reflect changes in labor laws or donor expectations.

## **2) Administration Responsibilities:**

### **a) Office Management:**

- Ensure effective office operations, including maintenance of a safe, clean, and wellorganized working environment.
- Manage office supplies, equipment, and assets, overseeing inventory control and procurement processes.
- Coordinate office safety and security procedures, including emergency preparedness and health and safety protocols.

### **b) Document Management:**

- Develop and maintain a systematic filing system for organizational documents, ensuring records are accessible, organized, and secure.
- Ensure that all HR, financial, and program documents comply with donor and legal requirements for retention, confidentiality, and access control.
- Regularly review and archive outdated or irrelevant documents in line with organizational policies.

### **c) Communication and Correspondence:**

- Manage internal and external communications to facilitate effective information flow within the organization and with stakeholders.
- Draft, edit, and distribute official correspondence, memos, and announcements, maintaining professionalism and clarity in communication.
- Serve as a primary point of contact for general inquiries, redirecting as appropriate to relevant departments or individuals.

### **d) Vendor and Service Management:**

- Oversee vendor relationships and contracts for services such as cleaning, catering, and IT support, ensuring compliance with organizational standards and value for money.



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- Conduct routine assessments of vendor performance, negotiating terms, and resolving any service-related issues in coordination with the finance and procurement teams.
- Maintain a database of approved vendors and service providers, documenting contract details, contacts, and performance evaluations.

#### e) Event Planning:

- Organize and coordinate internal and external events, including staff meetings, training sessions, workshops, and donor visits.
- Oversee logistical arrangements, including booking venues, arranging travel and accommodations, and procuring necessary supplies and equipment.
- Ensure that all event-related documentation is prepared and available, including agendas, presentations, attendee lists, and post-event reports.

#### Key Skills and Competencies:

- **Knowledge of Labor Laws and Compliance:** Strong understanding of local labor laws and regulations, as well as donor requirements related to HR and administration.
- **HR and Administrative Expertise:** Proficiency in HR functions such as recruitment, onboarding, employee relations, performance management, and HR data management.
- **Communication and Interpersonal Skills:** Excellent written and verbal communication skills, with the ability to engage effectively with staff, vendors, and external stakeholders.
- **Organizational Skills:** Strong organizational and time management skills, with the ability to prioritize tasks and manage multiple responsibilities in a fast-paced environment.
- **Attention to Detail:** High level of accuracy and attention to detail in document management, compliance checks, and reporting.
- **Problem-Solving and Decision-Making:** Analytical skills to assess HR and administrative challenges and provide solutions that align with legal, organizational, and donor standards.
- **Confidentiality and Integrity:** Strong commitment to maintaining confidentiality and ethical standards in handling sensitive information.
- **Proficiency in Office Software:** Familiarity with office software (e.g., Microsoft Office Suite) and HR information systems (HRIS) for efficient data management and reporting.

#### Qualifications and Experience:

- **Education:** Bachelor's degree in human resource management, Business Administration, or a related field. Professional HR certification is an added advantage.



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- **Experience:** Minimum of 1-2 years of experience in HR and administration roles, preferably within a nonprofit or international organization.
- **Knowledge of Donor Compliance Requirements:** Familiarity with HR and administrative compliance requirements for major donors such as USAID, FCDO, EU, or similar is highly desirable.
- **Training and Development:** Experience in coordinating training programs or staff development initiatives is a plus.
- **Vendor Management Experience:** Demonstrated experience in managing relationships with vendors and service providers.
- **Languages:** Proficiency in English and Kiswahili, with knowledge of additional languages relevant to the region considered an asset.

**Work Environment:** The HR and Administration Officer will work in a collaborative, fast-paced, and multicultural environment within the nonprofit sector. S/he may need to handle multiple priorities and deadlines, adapting to shifting organizational needs and project requirements. Occasional travel to project sites or partner locations may be required to provide HR support, conduct audits, or participate in team building and training sessions.

**Professional Standards:** The HR and Administration Officer is expected to adhere to the highest professional standards, demonstrating integrity, accountability, and discretion in all responsibilities. S/he must ensure compliance with organizational policies, donor requirements, and legal regulations, while maintaining confidentiality, particularly with sensitive HR data and employee records. Professionalism and ethical conduct are essential in interactions with staff, vendors, and stakeholders.

**Commitment to Diversity, Inclusion, and Gender Equality:** The organization is committed to fostering a diverse, inclusive, and equitable work environment. The HR and Administration Officer will champion initiatives that promote these values, creating a workplace culture where all employees feel valued, respected, and empowered. S/he will work to integrate diversity, inclusion, and gender equality into HR practices, such as recruitment, employee relations, and training, to ensure fair and equal opportunities for all.

**Equal Opportunity Employer:** The organization is an equal opportunity employer that values diversity and inclusion. It does not discriminate based on race, ethnicity, gender, religion, disability, age, sexual orientation, or any other legally protected characteristic. All employment decisions are based on merit, qualifications, and the needs of the organization. The HR and Administration Officer will actively support fair and unbiased recruitment, promotion, and employment practices in alignment with these principles.

Our organization does not charge any fees at any stage of the recruitment process, whether for application, interview, processing, or training. Be cautious of anyone offering to guarantee a position with us in exchange for money or personal information. Official communications will only come from our designated email addresses and trusted contacts. If you suspect fraudulent



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activity, please report it to us immediately via [doorofhopetanzania@gmail.com](mailto:doorofhopetanzania@gmail.com). Stay alert and protect your personal information.

### **How to Apply:**

Interested candidates should submit their resume, a cover letter detailing their relevant experience, and any required certifications via email to [applications@doorofhope.or.tz](mailto:applications@doorofhope.or.tz) with the subject line "**HR and Administration Officer Application – [Your Name]**." Applications must be submitted by **30<sup>th</sup> October 2024 before 14:00 HOURS**. Early applications are encouraged as interviews will be conducted on a rolling basis. Only shortlisted candidates will be contacted for an interview.