

HR Officer – Emergencies (International HR)

Job Level	Level 3	Service	International HR
Directorate	Internal Service/ International	Function	International People Team
Direct Reports	N/A	Indirect Reports	N/A

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](#): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose

The HR Officer - Emergencies plays a pivotal HR operational role in the coordination, recruitment, onboarding, deployment and post deployment support of members of BRC international registers and surge capacity pools as well as longer term programmes. They ensure compliance with SOPs, robust Duty of Care, data integrity, and act as the main hub for Communications between internal stakeholders and Movement partners.

They act as a key partner to the International Directorate on talent needs specially for Emergencies but also for the wider directorate. They will play a key part in the facilitation and implementation of a localised surge and deployment mechanism.

Budgetary responsibility/ accountability	N/A	Accountability for other resources	N/A
Key Responsibilities	<p>International Talent Management</p> <ul style="list-style-type: none"> • Coordinate the design and lead the end-to-end delivery of recruitment campaigns with the Deployments Adviser, both in the UK and globally, to attract new talent in specialist skill areas for ICRC emergency operations and BRC Registers. • Act as the focal point for the provision of talent for BRC's HR partnership with ICRC, leading the HR coordination between ICRC and BRC. • Take a prominent role in the development, set-up and management of new Registers. • Advise Register Owners on the application of the Register SOPs in relation to HR and Register recruitment. • Lead the Register onboarding process for new hires, ensuring a smooth transition into and compliance with HR procedures and processes. • Take a pro-active approach with Heads of Region to ensure regional teams are clear on their options for resourcing with regard to Register and global surge. • Work with Overseas and Emergencies HR teams to support project work, including reviewing policies and procedures to support Overseas staff and delegates. • Coordinate the management of external prospective talent for the International Directorate. • Ensure EDI best practice throughout recruitment and talent management processes. • Coordinate with HR, L&D, and Technical Register Leads to deliver relevant induction, training, and deployment briefings for new Register members, ensuring readiness and compliance from onboarding through to active deployment • Support the development of procedures and guidance on Global Mobility, including how to deploy national staff in emergencies and explore viable options for international remote recruitment. • Work with internal stakeholders and Movement partners to navigate legal and operational considerations when recruiting or contracting individuals based abroad, ensuring any approaches align with BRC policy and international HR best practice. • Contribute to the development of solutions that enable access to global talent, including identifying and addressing barriers to recruiting from specific countries, such as local Movement agreements or employment law constraints. <p>Register Management</p> <ul style="list-style-type: none"> • Act as the key point of contact for all delegate Register members while awaiting assignment, during recruitment, preparation and upon return from deployment, including for all ICRC delegate Register members. • Oversee the mapping of new and current Register members to new profiles and core competencies. • Lead focal point for implementing recommendations from the IFRC projects to ensure that British Red Cross registers align with current surge processes and operating procedures. • Work with the Registers Development Manager and Global Response Manager to design and implement innovative, responsive, and localised approaches to Register management that ensure value for money and availability, supported by data and evidence. 		

- Collaborate with HR and relevant stakeholders on ongoing project management initiatives to identify and implement improvements to HR processes and address specific organisational needs,
- Working with the International L&D team on development pathways, lead on the development of an appropriate welcome and induction for Register members.
- Advise and support Technical Register Leads to develop and maintain Communities of Practice (CoP) or engagement strategies.
- Support the Deployments Adviser to engage with the IFRC Surge Desk and ICRC Talent Managers in response to Rapid Response and ERU requests.
- Collaborate with Technical Register Leads to facilitate both standard and exceptional entry processes, including mapping to technical skillsets and identifying areas for accelerated readiness when needed.
- Maintain clear processes and guidelines for Register membership status changes (active, on hold, leaver) and ensure these are applied in line with SOPs
- Support the coordination of medical and psychosocial support post-deployment where required, including arranging medical debriefs and counselling via Nomad and Thrive.

Data and Reporting

- Ensure Register member information, deployment requests, and deployment data are accurate and up to date on the Register management database Rapid Personnel Management System (RPM).
- Analyse and interrogate data to provide periodic trend analyses and gap analyses, to ensure that decisions made regarding the development of registers are data driven.
- Compile annual and periodic comprehensive reports showcasing register capacity, status and utilisation, including analysis and recommendations for improvement.
- Contribute to the annual Registers System Report, circulated in Q1 across the International Directorate.
- Provide reports and statistics to support regular reviews and improvements of Register management practices and ensure documentation of decisions related to changes in member status.

Database and Systems Management

- Manage the Register database (BRC RPM, Register Personnel Management) and act as focal point and super user for RPM related queries.
- Lead on improvements and developments in the RPM database functionality, liaising with technical providers (e.g. Molnix) to develop specifications and mapping reporting requirements, and ensure the requirements are understood and met in relation to the registers.
- Maintain and update required procedures for register members, including Membership Guides, Standard Operating Procedures, and role profiles for Register positions.
- Ensure timely communication with members via RPM regarding status changes, alerts, and relevant opportunities, based on their active/on hold/leaver designation.

Routine Meetings and Internal Reviews

- Contribute to annual Register Review Meetings, held in Q1, with Technical Register Leads, HR, L&D and other key stakeholders to evaluate technical skillsets, role profiles, deployment data and member engagement.
- Ensure agreed changes from these reviews are based on evidence and reflected in the Register SOP and systems.

	<ul style="list-style-type: none"> • Collaborate with colleagues across registers and surge teams to continuously improve SOPs and internal alignment of procedures. • Attend routine meetings to share updates and feedback regarding register development, member management and surge readiness. <p>Team Member</p> <ul style="list-style-type: none"> • Provide an out of hours on-call service one week in every four to support both the sourcing and deployment of Rapid Response personnel from the BRC emergency talent pools and emergency duty of care support to staff working overseas. • Actively participate in team meetings and contribute to a positive, collaborative team environment. • Support team colleagues as required and share relevant learning and updates. • Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action. • Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics) <p>The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.</p>
Knowledge & Skills	<p>Essential</p> <ul style="list-style-type: none"> • Advanced Excel User. • Experience of working with and developing databases and HRIS. • Proven ability to prioritise and manage work effectively in a fast-paced environment, to deliver on time and in full against specific objectives. • Highly self-motivated and driven by the desire to consistently achieve a high standard across all aspects of the role. • Excellent administration and organisational skills, including attention to detail and maintaining up-to-date and accurate records. • Resilient and capable of adapting to frequently changing priorities. • Excellent interpersonal and communication skills to facilitate strong working relationships with staff and managers at all levels. • Ability to write high-quality reports, interrogate data and present information in a clear and concise manner. <p>Desirable</p> <ul style="list-style-type: none"> • Knowledge of HR operations in an international context. • Knowledge of Red Cross or of the international humanitarian sector. • A creative and problem-solving approach. • Knowledge of EDI best practices in Recruitment.
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Experience in management of end-to-end recruitment including administration of recruitment activities and participation in selection decision making. • Experience of onboarding new hires including conducting necessary employment checks.

	<ul style="list-style-type: none"> • Experience of using and managing an HR database – including, identifying developments, data entry and data extract. • Experience of presenting and auditing HR data • Experience of drafting correspondence related to recruitment and community of practice materials. • Experience of compiling and summarising materials for a variety of audiences. • Experience of establishing standard operating procedures for HR business processes and procedures at an administrative level (e.g. register standard operating procedures). <p>Desirable</p> <ul style="list-style-type: none"> • Experience of providing HR or admin support to staff and managers located overseas.
Additional requirements	<ul style="list-style-type: none"> • Essential • Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. • Ability to be on-call for 1 week out of 4 during out of hours to support the sourcing and deployment of emergency response personnel.

Pre Engagement Checks Highlight bold as required	
DBS- England & Wales	Adult/ Child/ Adult & Child Workforce/ None
PVG- Scotland	Adult/ Child/ Adult & Child/ None
Access NI- Northern Ireland	Vulnerable Adult/ Child/ Vulnerable Adult & Child/ None
Driver Check	Yes/ No
<u>International Roles Only</u>	
International Police Check	Yes/ No
International Driving Licence for manual cars	Yes/ No

Role Reference		Review Date	01/07/2025
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We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.