

OB VACANCY

Position Title: HR & Admin Officer
Reports to: HR & Admin Manager
Work Location: Bujumbura WRB Office
Department: HR & Administration
Starting date: As soon as possible

ORGANIZATION SUMMARY:

World Relief is a global Christian humanitarian organization whose mission is to boldly engage the world's greatest crises in partnership with the church. The organization was founded in the aftermath of World War II to respond to the urgent humanitarian needs of war-torn Europe. Since then, for 80 years, across 100 countries, World Relief has partnered with local churches and communities to build a world where families thrive and communities flourish.

Today, organizational programming focuses on humanitarian and disaster response, community strengthening and resilience, and refugee & immigrant services and advocacy.

Position Summary

The HR & Admin Officer will support the effective delivery of human resource and administrative services within the organization. This includes recruitment, employee relations, performance management, learning and development, office administration, and ensuring compliance with organizational policies as well as national labor laws. The role contributes to fostering a professional, transparent, and supportive working environment that aligns with the humanitarian principles and values of the organization.

RESPONSIBILITIES:

1. Human Resources Management

- Support the HR & Admin Manager in implementing HR policies, procedures, and systems.
- Assist in the full cycle of recruitment: job postings, shortlisting, interviews, reference checks, and onboarding.
- Maintain accurate and updated personnel files and HR databases.
- Monitor leave balances.
- Support performance management processes and including appraisals
- Ensure development plans and staff engagement
- Ensure staff compliance with organizational code of conduct and HR policies.
- Ensure staff welfare, employee relations, and grievance handling.

2. Capacity Building & Learning

- Assist in identifying staff training needs in consultation with managers.
- Support planning and coordination of capacity-building workshops and learning activities.
- Maintain training records and monitor staff development initiatives.

3. Administration & Office Management

- Provide administrative support to ensure efficient office operations.
- Manage office supplies, equipment, and assets in coordination with logistics/procurement teams.
- Support organization of meetings, workshops, and events (logistics, documentation, minutes).
- Ensure smooth travel arrangements (tickets, visas, accommodation) for staff and visitors.
- Assist with the drafting of administrative correspondence.
- Manage the reception desk and facilitate internal and external communications.
- Assist with the payment of taxes and social security contributions.
- Supervise the internal mail service to ensure documentation of items sent and received is carried out correctly.
- Take minutes of meetings and forward them to the relevant people.
- Participate in all HR meetings and provide inputs to improve operational efficiency
- Translate documents from English to French or Kirundi, and vice versa, as required.
- Assist with visitor, meeting, conference, security check and special event arrangements.

4. Compliance & Reporting

- Ensure compliance with labor laws, donor requirements, and organizational policies.
- Prepare periodic HR and admin reports (staffing updates, recruitment status, training records).
- Support HR audits and donor reporting requirements.

5. Other Duties

- Act as the focal point for staff queries on HR and admin matters.
- Provide back-up support to the HR & Admin Manager when required.
- Perform any other tasks assigned by the HR & Admin Manager in line with the role.

REQUIREMENTS:

- Mature and personal Christian faith
- Committed to the mission, vision, and values of World Relief
- Desire to serve and empower the Church to impact vulnerable communities
- Able to affirm and/or acknowledge World Reliefs [Core Beliefs](#), [Statement of Faith](#), [Christian Identity](#) and [National Evangelicals For the Health of The Nation document](#)

Education and Experience

- Bachelor's degree in Human Resource Management or Business Administration.
- Professional certification in HR is an advantage.
- Minimum 5 years' experience in HR and administration, preferably in the international NGO/humanitarian sector.
- Solid knowledge of labor laws and HR best practices.
- Experience with software and Microsoft Office tools.

Skills & Competencies

- Strong interpersonal and communication skills.
- High level of confidentiality, integrity, and professionalism.
- Excellent organizational and time management abilities.
- Problem-solving and conflict resolution skills.
- Ability to work under pressure and in multicultural environments.

Key Relationships

- **Internal:** HR & Admin Manager, all staff, department heads.
- **External:** Government agencies, partners, service providers, consultants.

Personal Characteristics:

- Behave Ethically: Understand ethical behavior and practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- Confidentiality: Ability to maintain confidentiality.
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Plan and Organize: Set priorities, develop a work schedule, and monitor progress towards goals, and track details, data, information and activities.
- Ability to work under hardship environment and with minimum supervision.

BEHAVIOURS (Values in Practice)

- The Example of Jesus
- The Local Church
- Values People
- Excellence and Continuous Improvement
- Empowerment
- Partnership with others
- A person prayer

If you are interest for the current Job Vacancy, please send your application letter, CV, a copy of your certified degree, and a letter of recommendation from your spiritual leader as well as two references of your previous employers. Please send the documents through the Human Resource at wrbhr@wr.org.

Qualified female candidates are highly encouraged to apply.

The deadline for application is November 22, 2025

Note: World Relief reserves the right to cancel the offer before, during and after the recruitment process.