Job Description:

Human Resources Manager

Redeem's mission is to protect the homes and land of the world's most vulnerable widows and orphans by:

Awakening the world to the need to defend the orphan and the widow in the twenty-first century;
Assembling the resources needed to protect the world's most vulnerable widows and orphans;
Assisting law enforcement in real cases that restore victims and restrain their abusers; and
Amplifying law enforcement protection through community engagement and capacity building.

We are implementing a program in Zambia to protect widows and orphans from the devastation of land grabbing, replicating the good work that our colleagues are already doing in Uganda.

At Redeem, we recognize that our most valuable asset is our staff and their time. As Redeem's Human Resources Manager, you will be responsible for ensuring that our Zambian staff members are effective in their roles and well cared for by the organization, providing human resource support that reflects our core values - we love each other well, we don't make easy things hard, we measure by results, and we are joyful in our work. Specific responsibilities include:

Human Resources

- Partnering with organizational leadership in developing Redeem's Zambian human resources policies;
- Ensuring Redeem's compliance with all relevant labor and employment laws and regulations;
- Providing support for and collecting feedback from Redeem staff on human resources matters;
- Maintaining accurate, up-to-date, complete and confidential employee files for all Zambian staff;
- Receiving and coordinating the response to employee feedback, suggestions and complaints;
- Researching, managing and overseeing administration of Redeem's employee benefits programs;
- Overseeing administration of Redeem's performance management policies and systems;
- Coordinating implementation of staff care, spiritual formation and staff development efforts;
- Facilitating employee discipline and internal investigations into alleged employee malfeasance;
- Overseeing Redeem's efforts to efficiently recruit, vet and onboard new staff members;
- Overseeing the process of terminating employment relationships and offboarding employees;
- Providing training to staff on Redeem's human resources policies, procedures and systems;

Administration

- Coordinating and providing logistical support for multi-team events, retreats, workshops and meetings;
- Managing relationships/contracts with benefits providers, vendors, service providers and insurers;
- Providing administrative and logistical support for national office events (e.g., trainings, meetings, etc.)
- Ensuring a professional and well-organized professional working environment for the national team;
- Securing lodging, transportation, and logistical support for international visitors;
- Performing clerical duties (photocopying, posting, filing, errand running, etc.) as needed;

Miscellaneous

- Communicating with donors, supporters, media and other outside parties about Redeem's work;
- Contributing to the review and design of Redeem's organizational systems, guidelines and policies;
- Participating in Redeem's professional development and spiritual formation activities;
- Supporting other teams within Redeem in the achievement of their objectives; and
- Completing other duties as assigned.

The Human Resources Manager will report to Redeem's Chief Program Officer. The position will be based in Lusaka with frequent travel to districts where Redeem teams are deployed throughout Zambia.

Recruiting Profile:

Human Resources Manager

Redeem strives to build a culture of Christian excellence that reflects the following four core values:

We love each other well;
We don't make easy things hard;
We measure by results; and
We are joyful in our work.

Redeem is looking for a highly skilled and responsible individual who will reflect these values while supporting our staff's programming to protect Zambia's widows and orphans from land grabbing. Specific attributes include:

Experience

Required: Bachelor's degree in Human Resources, Business Administration or similar field;
Required: Five or more years of professional experience in administrative or human resources role;
Preferred: Experience working with confidential human resources data and information;
Preferred: Experience working in start-up, international, multi-location and/or faith-based firms;

Skills

Required: Excellent planning, organization, time management and coordination skills;
Required: Computer literacy with strong capacity in word processing, email and other systems;
Required: Fluency in written and spoken English with excellent communication skills;
Required: Meticulous attention to detail and accuracy;
Preferred: Familiarity with digital people management platforms;
Preferred: Familiarity with Google business suite

Attributes

Required: Mature Christian faith;
Required: High degree of personal and professional integrity and trustworthiness;
Required: Strong teamwork, interpersonal skills and ability to work on a multidisciplinary team;
Required: Excellent independent professional judgment and ethical decision-making;
Required: Innovative and creative problem solving in the face of complex nuanced issues;
Required: Persistence and tenacity in the face of difficult problems or challenges;
Required: Commitment to meet deadlines and achieve results in a fast-paced environment; and
Required: Love-motivated service orientation toward colleagues, partners and even adversaries.

Interested candidates should click here to apply by 30th October, 2026