SHAPING OUR ORGANISATION FOR THE FUTURE: DEVELOPING OUR HUMAN RESOURCES MANAGEMENT.

April 2021

Tendering for Consultants

Child Helpline International is an international network of child helplines, a global collective impact organisation with 168 child helplines members in 139 countries and territories around the world.

We coordinate information, viewpoints, knowledge and data from our child helpline members, partners and external sources. This exceptional resource can aid profound change in child protection systems globally, regionally and nationally.

Bringing together an extraordinarily diverse group of child helplines from around the world, we advance a common agenda in accordance with the UN Convention on the Rights of the Child and the UN Sustainable Development Goals. We are working together every day to bring children’s voices to policy makers and influences. We make sure the world listens to these voices. And we listen to the listeners – our members – helping them to support one another.

Introduction

2021 is the first year of Child Helpline International’s 2021–2023 Multi Annual Strategic Plan. As our strategic plan is linked to our vision and mission, our aim as a network, remains to amplify the voices of children and young people worldwide and through this to empower them to shape the world and realise their rights.

Our year plan for 2021 is focused on initiating the implementation of the new 2021-2023 Multi Annual Plan by means of three strategic pillars: quality & standards, data & research and advocacy & campaigning. And by implication, this points to an expansion of our team, primarily based in the Netherlands we are currently a team of 12, but the ongoing pandemic and the demands of our members dictate that we are also working with consultants based in a number of geographies.

The nature of (our) work and the way we work is changing, impacted by the Covid 19 pandemic and the effects of remote working, the ways in which we communicate is evolving. There is a desire to develop an environment where team members can flourish, develop themselves, their leadership and their innate talents.

Every child has a voice.
We believe that no child should be left unheard.
childhelplineinternational.org
Now, at this moment in our organisational life-cycle and with 18 years of organisational development we are at a point of advancing our internal Human Resources toolkit and capacities. Driven also by plans to expand the team and the ambition of continuous improvement. This is envisioned across the following aspects:

- Learning and staff development
- Inclusion and diversity
- Appraisal cycle and processes
- HR Policies and Procedures
- Pay and reward
- Staff well-being, team building and internal communication.

**Deliverables**

**Learning and staff development:**
- Review of Learning Strategy and link to team wide development
- Proposal for a learning ecosystem to support staff development, both team and individual
- Identification of learning targets and KPIS – linked to the Learning Strategy

**Inclusion and diversity:**
- Review of existing inclusion and diversity policy and other materials
- Development of plan on how to continuously improve inclusion and diversity as part of our HR processes and related policies and procedures.
- Development of a Team Session, that can be further developed and utilised during on boarding for new team members.

**Appraisal cycle and processes:**
- Review of existing process
- Exploration of new models, and consultation with Management Team and possible participation of the team, based on the advice of the consultant.
- Development of a new system and associated templates

**HR Policies and Procedures**
- Review of existing portfolio.
- Appropriate revisions in consultation with the Management Team.
- Launch of new policies as applicable.

**Pay and reward:**
- Review of existing package
- Benchmarking
- Proposal for a new package, linked to approximate CAO and market rate

**Staff well-being, team building and internal communication**
Team survey
Holistic team session to explore communication, leadership, perspectives and challenges
Team wide exercise to explore internal communication, using Management Drives* tool.

Consultant’s Profile and Requirements
- A post-graduate degree in organisational development, HRM or similar.
- *Certified in Management Drives methodology.
- A minimum of ten (10) years’ experience in organisational development and/or HRM
- Proven track record in developing organisational HRM policies and procedures.
- Experience of working with non-profit organisations.
- Ability to work remotely.

Other information
- **Contract duration:** 20 days for a period of approximately three months (May-July 2021)
- **A consortium** of consultants is welcome to apply
- We may choose to appoint a number of consultants to address different components of the TOR
- **Fee offered:** TBD
- **Location:** Remote
- **Reporting to:** Director of Operations
- **Starting date:** May 2021

Applications, (covering letter, CV(s) and brief proposal) should be sent in English by **05 May 2021** to Helen Mason at helen@childhelplineinternational.org

This TOR should be read in reference to the following documents, available upon request:

- Multi Annual Plan 2021-2023
- Learning Strategy
- Employee handbook
- Induction package
- Salary Structure and Scales
- Existing Appraisal Toolkit