

Job Description: HR Manager



About Serve The City

Serve the City is a movement of volunteers around the world connecting with local opportunities to serve in our cities. Many people want to get involved in the community and help in some way, but it's hard to know where to start or if the simple things we might do would make a difference. Serve the City organises events where volunteers can start by showing kindness in practical ways to people in need, believing that many people doing small things together can make a big difference. Serve the City began in Brussels in 2005, and came to Luxembourg in 2012, where it has become the leading charity for the expat community.

Role

The HR Manager will oversee all aspects of human resources practices and processes of our 100% Volunteer based charity. Volunteers are our most precious asset and he will be the one to ensure we have a happy and dedicated people to realize our established mission and objectives.

Main tasks

- Define along with the board the HR strategy
- Discuss needs and establish recruiting requirements by studying organization plans and objectives
- Maintain/prepare job descriptions and other HR related documentation
- Achieve staffing objectives by recruiting and evaluating candidates
- Ensure regular volunteers onboarding, development, needs assessment, and arrange trainings
- Formulate and implement policies to develop volunteer retention and involvement
- Propose and participate in the organisation of Team Building events throughout the year
- Promote STC values and shape a positive culture within the charity
- Ensure health and safety of the workforce by controlling appropriate procedures are in place
- Provide feedback to the board regarding progress in the implementation of the HR strategy
- Propose and update KPI to monitor the workforce activity

The HR Manager is a member of the executive board and participate in monthly leadership meetings.

Skills and capabilities:

- Experience of HR in voluntary organizations as an asset
- Knowledge in recruitment and employee development
- Excellent organizational management skills
- Outstanding interpersonal relationship
- Ability to communicate clearly
- Fluent in English and French

Please note that as we are 100% volunteer based charity, all positions are unpaid work at the service of the Community and should not represent more than few hours a week. To apply please send your resume and cover letter to hr@servethecity.lu or send a quick application through this [form](#).