

Global Head of People

JOB TYPE Full Time

NO. OF VACANCIES 1

LOCATION South Asia Region

SALARY Commensurate with experience

WHO WE ARE

Noora Health's mission is to improve outcomes and save lives of patients by empowering family caregivers with the skills they need to care for their loved ones.

Noora turns hospital hallways and waiting rooms into classrooms by tapping into the most compassionate resources available for the patient's care - the patient's own family - turning these worried family members into skilled caregivers. The Care Companion Program (CCP) is currently implemented at more than 150 government hospitals across India and Bangladesh and over 1,000,000 patients and family members have been trained by the CCP. Research on the program has found improved health behavior uptake, decrease in post-surgical complication rates, and decrease in newborn complications/readmissions. Noora's COVID-19 response has reached more than 15 million people.

Noora Health was launched out of Stanford University in 2014, and has been supported by many large philanthropic foundations including Mulago, Draper Richards Kaplan, Echoing Green, Ashoka, Medtronic and Jasmine Social Investments among others. For more information:

- 1) [2020 Annual Report](#)
- 2) [Website - noorahealth.org](http://noorahealth.org)

At Noora Health, we value diversity. Diversity includes but is not limited to gender identity, caste, religious practice, sexual orientation, ability, socio-economic status, among many others. We encourage people from all backgrounds to apply for positions at Noora Health.

JOB DESCRIPTION

Noora Health aims to maximize the impact of its program across the globe. Our team members are the backbone that makes that mission possible. Noora is on course to rapidly expand both in size and scale over the next six years. It is therefore essential that our community – our values, principles, and practices – foster an environment that allows people to grow and be supported, as well as attract exceptional individuals to our team.

As Global Head of People, you will be responsible for cultivating our Noora team environment: setting our team members up for success, designing a worthwhile employee experience, inspiring the way management and mentorship is conducted at the organization, and structuring systems that enable Noora to quickly grow while maintaining the heart and inclusive community that makes us unique.

You will report to the CEOs and Director of Operations and work with the senior leadership team, while largely owning your core portfolio of HR, people, and culture. You can anticipate being asked to:

Strategy

- Set the strategy for the People function at Noora
- Manage and build the team responsible for People & Culture

Engagement and Culture

- Understand, support and embody a culture that reinforces our mission and values, sustains morale, engages multilateral feedback, embraces and is resilient to growth, and attracts incredible new talent to accelerate a continuous improvement mentality.
- Champion a diverse, inclusive, and equitable workplace and design and implement practices to support achievement.
- Optimize the employee life cycle: From recruitment through alumni status, people's interactions with Noora should be positive. You will identify and shore up gaps in our current approach to the various stages of the employee relationship.

Performance Management

- Coordinate Talent Development: Create individual (e.g., coaching opportunities and feedback) and group solutions (e.g., training programs) to improve capabilities at all levels of the

organization, including management and line staff.

- Review and improve performance management approaches to develop and retain existing staff. Upgrade our performance review templates and methodologies.
- Design organizational structures and career pathways that encourage effective operations, and also support mutually beneficial growth opportunities for maturing employees and efficient succession and contingency planning.

Recruitment and Onboarding

- Design and deploy recruitment strategies to attract exceptional people: Noora is growing fast and building out its senior staff. You will partner with other Noora leaders to develop strategies, tactics, and tools to attract and recruit talented individuals.
- Strengthen relationships with third parties that multiply Noora's reach and access to a diverse and qualified talent pool.
- Commit to ensuring that Noora is hiring with a diversity, equity, inclusion, and belonging lens and actively reaching those who are underrepresented.

Policy and Program Implementation

- Establish people-oriented policies and practices that are aligned with, and enhance, our mission and core values, and see that they are adhered to consistently.
- Disseminate updated policies/ people and culture manual through deep dive sessions, one on one enquiries, occasional updates on email and staff meetings.
- Optimize employee compensation and benefits programs to ensure market competitiveness and reflect our values and the needs of our people.
- Manage our external human resources partners (including payroll, retirement programs, and international employment) and ensure Noora is compliant with all labor-related regulations. Facilitate annual programs such as the employee engagement surveys.

MUST-HAVES

We are looking for someone with full-spectrum people operations experience who has spent 5+ years in a leadership role within a people department. Bonus if you have been the first or second people-person at a growing, mid-size organization.

IDEAL QUALITIES

- Minimum ten years' experience in human resource management of which five must be in a senior management position: Prior experience in management required.
- Excellent verbal and written communication skills.
- Good knowledge & understanding of the labor laws in India, and Bangladesh.
- Proven broad-based experience in leadership, strategic management and results based management in human resources matters.
- Experience managing an inter-cultural workplace, knowledge and ability to work with people of diverse backgrounds and cultures.
- Skills in Conflict Management and Dispute Resolution.
- Knowledge and understanding of how to conduct investigations into employee conduct in a sensitive and professional manner.
- Knowledge of best and current HR practices and approaches. Ability to develop and manage the People department's annual budget.

HOW TO APPLY

Email the following materials with the subject line **Global Head of People** to info@noorahealth.org

- A one-page cover letter describing your interest in the position and background
 - An updated resume, which includes languages spoken and relevant experiences
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