

Helen Keller Intl Job Announcement

HR Business Partner *Flexible within the US**

Guided by the remarkable legacy of its co-founder, Helen Keller, Helen Keller Intl partners with communities that are striving to overcome longstanding cycles of poverty. By delivering the essential building blocks of good health, sound nutrition, and clear vision, we help millions of people create lasting change in their own lives. Working in 20 countries – across Africa, Asia, Europe, and the United States – and together with a global community of supporters, we ensure every person has the opportunity – as Helen did – to reach their true potential.

The HR Business Partner is primarily accountable for leading and delivering high-impact recruitment and talent acquisition services, comprising approximately 50% of the role. The position partners closely with senior leaders to anticipate workforce needs, design inclusive recruitment strategies, and execute full cycle hiring for priority portfolios across a complex, multi-country organization. In parallel, the role provides broader People & Culture support across the employee lifecycle, ensuring alignment with organizational values, safeguarding commitments, and global standards to Center and Global Functions and US Programs.

This position balances strategic influence with operational execution, supporting leaders through workforce planning, organizational design, talent acquisition and management, employee relations, and change initiatives. This role is ideal for a senior People & Culture professional who brings deep recruitment expertise and is energized by hands-on talent acquisition alongside broader HR business partnerships.

Functional Relationships

The HR Business Partner reports into Director, People Strategic Delivery and Partnership and works closely with:

- Centers, Global Functions, Office of the President and leadership teams within assigned portfolios.
- Center, Employee Experience colleagues, including Leads of Talent Management, People Operations, Learning & Development and Safeguarding
- Center leadership ensuring alignment between P&C strategies and programmatic goals.
- External partners, legal advisors, and regulatory bodies on compliance and labor matters.

The role typically supports a portfolio of employees across multiple locations and time zones, operating within Helen Keller Intl's matrixed organizational structure.

Key Responsibilities

Strategic People & Culture Partnership

- Partner with leaders to align People & Culture strategies with organizational, functional, and programmatic priorities.
- Translate organizational strategy into actionable workforce plans, talent priorities, and organizational design recommendations.
- Partner with leaders to translate programmatic and operational plans into short- and medium-term workforce plans, including hiring forecasts, role prioritization, and succession considerations, particularly in the context of evolving funding and program models.
- Support managers with role design, team structures, and position classification to ensure clarity of accountability, appropriate span of control, and alignment with Helen Keller's job architecture and grade framework.
- Contribute insights from portfolio-level experience to inform global People & Culture strategy and policy development.
- Advise leaders on change management initiatives, including restructuring, leadership transitions, and workforce realignment.

Talent Acquisition

- Serve as the primary recruitment partner for assigned functions and leadership roles, aligning hiring plans with workforce needs and organizational priorities.
- Lead full-cycle recruitment, including role scoping, job postings, sourcing, screening, interview coordination, selection support, offer negotiation, and onboarding handoff.
- Manage multiple concurrent recruitments across professional, managerial, and senior roles, balancing speed, quality, and equity while adapting recruitment approaches to diverse labor markets and operational contexts.
- Contribute to a positive and consistent candidate experience by ensuring clear communication, timely feedback, and alignment with Helen Keller's values throughout the recruitment process.
- Partner with hiring managers to clarify role requirements, competencies, and equitable assessment criteria.
- Proactively source candidates using networks, referrals, and targeted outreach, with attention to diversity, equity, and inclusion.
- Coach hiring managers and interview panels on effective, structured, and bias-aware hiring practices.
- Ensure recruitment processes meet safeguarding, compliance, and documentation requirements.
- Maintain accurate recruitment data within the applicant tracking system and regularly analyze metrics such as time-to-fill, source effectiveness, and candidate profiles to inform continuous improvement.
- Track recruitment progress and key metrics (e.g., time-to-fill, pipeline health) and identify opportunities to improve efficiency and candidate experience.

Human Resource Service Delivery

- Lead delivery of core People & Culture services across the employee lifecycle, including onboarding, performance management, employee relations, development, engagement, and offboarding, ensuring consistency and equity across jurisdictions.
- Advise and coach managers on people management matters, including role design, recruitment and selection, performance concerns, corrective actions, conflict resolution, and complex employee relations cases; conduct or oversee workplace investigations as needed, ensuring fairness, confidentiality, and compliance.
- Serve as the primary advisor to managers on employee relations matters, including performance management, corrective actions, and conflict resolution, applying sound judgment and ensuring consistency, fairness, and documentation.
- Conduct or support workplace investigations, including safeguarding-related concerns, in line with organizational protocols, ensuring confidentiality, neutrality, and timely resolution in collaboration with safeguarding specialists as needed.
- Ensure compliance with local labor laws, donor and safeguarding requirements, and internal policies; maintain accurate and confidential employee records, contracts, and job documentation in accordance with data privacy standards.
- Use people data and HR metrics to identify trends and risks within the assigned portfolio and provide practical, data-informed recommendations to managers and People & Culture leadership.
- Identify opportunities to streamline People & Culture processes and improve service delivery, contributing to the implementation of standardized tools and practices across regions.
- Support managers through organizational changes such as restructures, role transitions, and leadership changes by providing practical guidance, communication support, and people risk mitigation.
- Adapt and localize global People & Culture initiatives—including talent management, learning and development, total rewards, engagement, and wellbeing—while maintaining global standards and alignment.
- Strengthen organizational effectiveness through supervisor capability building, coaching, peer learning, succession planning, and continuous improvement of People & Culture processes and service delivery.
- Champion a fair, values-driven culture that promotes engagement, wellbeing, retention, and a strong sense of belonging, fostering open communication and proactive issue resolution.
- Act as a collaborative member of the People & Culture team by sharing insights, contributing to functional initiatives, and supporting the development of consistent People & Culture practices across the organization.
- Partner with People Operations, Finance, and Legal teams to support U.S.-specific people data submissions and benchmarking activities, including EEO-1 reporting, pay equity analyses, and participation in external compensation surveys, ensuring alignment with People & Culture priorities and compliance requirements.

Qualifications

- Education: Bachelor's degree in Human Resources, Organizational Development, Business Administration, or a related field required; or equivalent combination of education and experience.
 - Professional HR certification preferred.
- Experience: Minimum 8 years HR manager, Specialist or adviser experience, with substantial hands-on responsibility for recruitment and talent acquisition ideally within international NGOs or similarly complex organizations.
 - Experience supporting safeguarding integration through HR processes in development or humanitarian contexts is preferred.
 - Regional experience in a multi-national/multi-cultural organization, or experience supporting the HR function for a dispersed workforce.
 - Experience managing complex employee relations issues, including investigations and corrective action processes.
 - Experience supporting managers and employees across cultures, labor markets, and regulatory environments, with the ability to adapt People & Culture practices while maintaining global standards.
- Working knowledge of multiple HR disciplines including staffing, workforce planning, recruiting, employee relations, compensation practices, performance management, and relevant employment laws.
- Demonstrated success leading full-cycle recruitment for all levels of roles from entry level, professional, managerial, and senior roles.
- Experience partnering closely with hiring managers as a recruitment and people advisor.
- Strong interpersonal, organizational, and judgment skills; ability to manage multiple recruitments alongside advisory responsibilities.
- Strong working knowledge of U.S. and international labor laws, compliance requirements, and organizational risk management.
- Proven ability to advise and influence leaders on people strategy, workforce planning, and change initiatives.
- Ability to use people data and analytics to inform decision-making and provide actionable insights to leaders.
- Excellent interpersonal, influencing, and communication skills, with the ability to build trust across cultures and functions.
- Proficiency with HR information systems, Microsoft Office 365, and collaborative digital tools.
- Fluency in English required; proficiency in French or another relevant language is an asset.
- Willingness and ability to work across time zones and travel occasionally, as required.

Fairness, Belonging and Zero Tolerance to Abuse

As a member of the Helen Keller Family, each employee is expected to:

- Help to develop and maintain an environment that welcomes and develops a multi-cultural workforce with varied lived experiences and identities.
- Foster a work environment where everyone feels valued and included.
- Support employees' evaluation and promotion processes based on skills and performance.

- Promote a safe, secure, and respectful environment for all members of Helen Keller family, stakeholders in general, and particularly for the communities we serve.
- Follow Helen Keller Code of Conduct helping to prevent any type of abuse including workplace harassment, sexual abuse and exploitation, and trafficking in persons.
- Adhere to the Organizational Core Values embodied by our namesake and co-founder: courage, integrity, rigor, and compassion.

Compensation

Helen Keller offers a comprehensive rewards package, including health and dental coverage, paid leave, and professional development. Specific offerings may vary by country in accordance with local laws.

The compensation for this position will be aligned with the local salary structure. Within the US, the full-time annualized range for this position is \$96,800 to \$145,200, with a midpoint of \$121,000.

To Apply

Qualified candidates should submit a cover letter and resume to HKI.Recruitment@hki.org. Applications will be accepted until the position is filled.

In the spirit of the extraordinary ability and vision of our founder, Helen Keller Intl fosters an environment of fairness and belonging for our workforce.

Helen Keller Intl is an Equal Opportunity Employer. We are committed to the principles of equal employment opportunity for all employees and applicants for employment.

***Locations where Helen Keller is a registered employer:** Bangladesh, Burkina Faso, Cambodia, Cameroon, Cote d'Ivoire, DR Congo, Guinea, Kenya, Mali, Madagascar, Mozambique, Nepal, Niger, Nigeria, Philippines, Senegal, Sierra Leone, Tanzania, and United States: California, Colorado, Connecticut, District of Columbia (DC), Florida, Georgia, Hawaii, Idaho, Louisiana, Maine, Maryland, Massachusetts, Minnesota, New Jersey, New York, North Carolina, Ohio, Oregon, Pennsylvania, South Carolina, Texas, Vermont, Virginia, Washington, and Wisconsin.