

# Strengthening the HR Department of the GIZ Country Office in Togo

<b>Country:</b>	Togo
<b>Region:</b>	Africa
<b>Customer:</b>	GIZ German Cooperation
<b>Partner:</b>	GIZ German Cooperation
<b>Duration:</b>	January 2018 – February 2018



## Starting point

Since its creation in 2013, the GIZ Country Office in Togo has faced major challenges in terms of development and staffing strategy. Staff growth was 50% in 2017 and additional positions are planned for the coming years. As a result, HR processes need to be coordinated and standardised.

## Scope

Set up a structured, efficient and timely human resources department, in accordance with clear work routines according to the human resources cycle (systematic management of personnel data - recruitment - personnel development – compensation & benefits - organisational development).

## Activities

- Ensuring a systematic and up-to-date HR database management in SAP HR (international employees and technical assistants), in MS Excel for national staff and with a clearly defined local payroll interface
- Standardisation of the recruitment process according to the specifications provided by GIZ Headquarters and taking necessary Togolese adjustments into account
- Development and support for the establishment of a transparent and consistent personal filing system (including verification of personal data in the HR information system)
- Strengthening the role of human resources in organisational development
- On-the-job HR training and coaching of all HR staff

## Achievements

- Transparent documentation of the entire recruitment process (vacancy announcements, selection, recruitment)
- Introduction of structured interviews and support to project line managers and HR staff in a specific selection process
- Development of a personal report for GIZ Togo as of 1<sup>st</sup> January 2018, including detailed organisational charts in accordance with international standards
- Establishment of a system of personal files and HR files (recruitment, remuneration, payroll, training, etc.) in preparation for the introduction of digital personal files
- Development of 25 recommendations for the professionalisation of human resources in the areas of personnel administration, recruitment, personnel development, compensation & benefits, social affairs and organisational development