

People Management Officer

Terms of Reference and Vacancy Advertisement

Employer	Wala Ltd
Duty station	Lilongwe, Malawi, with travel when required
Reports to	Chief Executive Officer or designated supervisor
Working relationships	Finance and Administration, departmental managers and all employees
Employment basis	Full-time
Application deadline	05 October 2026 at 23:59 CAT
Application email	hr@walacleanenergy.com

1 About Wala

Wala is a Malawi-based social enterprise providing productive-use solar solutions that help smallholder farmers and rural enterprises improve productivity, income and resilience. Since commencing operations in 2019, Wala has built a growing team, customer base and field distribution network. The company is strengthening its people-management systems to support responsible growth, strong performance and an inclusive workplace.

2 Purpose of the Role

The People Management Officer will coordinate Wala's day-to-day human resource, employee development and people-management functions. The role will help ensure that Wala has the people, policies, records, capabilities and workplace practices required to achieve its goals while complying with applicable Malawian employment and labour requirements.

The Officer will work with management and employees across the company to strengthen recruitment, onboarding, performance management, learning, employee relations, welfare, retention, HR administration and workforce planning. The position requires sound judgement, discretion and the ability to translate policy and legal requirements into clear, practical workplace processes.

3 Key Responsibilities

A People strategy and workforce planning

- Support management to develop, review and implement Wala's people strategy in line with the company's business plan, growth priorities and values.
- Coordinate annual workforce planning and maintain an accurate establishment showing approved positions, reporting lines, vacancies and staffing needs.
- Advise management on organisational structure, job design, staffing levels, succession risks and people-related implications of operational decisions.
- Prepare an annual HR workplan and budget and report regularly on progress, priorities, risks and resource requirements.
- Promote consistent people-management practices across departments and identify gaps or conflicting practices that require correction.

B HR policies, compliance and governance

- Monitor relevant employment and labour requirements and advise management on actions needed to maintain compliance.
- Develop, review, communicate and administer HR policies, procedures, employment conditions, staff guidelines and standard documentation.
- Maintain a compliance calendar covering contracts, probation reviews, leave, statutory obligations, policy reviews and other HR deadlines.
- Support Finance and management to ensure that payroll inputs, employee deductions, benefits, pension or other statutory requirements are accurate, authorised and supported by records.
- Coordinate fair and properly documented processes for grievances, disciplinary matters, performance concerns, contract changes, separation and redundancy, seeking professional advice where required.
- Protect personal information and ensure employee records are accessed, stored, retained and disposed of appropriately.
- Support HR-related internal reviews and external inspections or audits and ensure agreed corrective actions are implemented.

C Recruitment, selection and onboarding

- Coordinate recruitment from approved staffing request through advertising, screening, assessment, interviewing, reference checks and offer administration.
- Work with hiring managers to develop clear job descriptions, selection criteria, interview guides and objective scorecards.
- Promote transparent, inclusive and merit-based recruitment and maintain complete recruitment records.
- Prepare employment contracts and onboarding documentation for approval and ensure that pre-employment checks are completed.
- Coordinate induction and probation processes and ensure that new employees understand their roles, performance expectations, policies and workplace standards.
- Monitor probation reviews and confirm that managers make timely, evidence-based decisions.

D Performance, learning and people development

- Coordinate the company's performance-management cycle, including annual objectives, regular check-ins, mid-year reviews and year-end assessments.
- Support managers to set measurable expectations, provide feedback, document performance and implement fair performance-improvement processes.
- Conduct training-needs assessments and prepare cost-effective learning and development plans linked to role requirements and company priorities.
- Track completion and effectiveness of training, coaching, mentoring and professional-development activities.
- Support talent reviews, career development, succession planning and retention of critical skills.
- Promote a culture of continuous learning, accountability, knowledge sharing and constructive feedback.

E Employee relations, engagement and welfare

- Serve as an accessible first point of contact for routine employee questions and ensure matters are handled impartially, confidentially and promptly.
- Support managers to address workplace concerns, interpersonal conflict, misconduct and grievances consistently and fairly.
- Coordinate employee-engagement activities, staff feedback mechanisms and periodic workplace climate or satisfaction surveys.

- Monitor employee welfare, attendance, leave, workload and workplace practices and escalate material concerns to management.
- Promote dignity, inclusion, equal opportunity, safeguarding, health and safety, and freedom from harassment or discrimination.
- Conduct and document exit processes, analyse reasons for turnover and recommend retention or workplace improvements.

F Compensation and benefits administration

- Maintain accurate records of approved salaries, grades, allowances and benefits and communicate authorised changes to Finance.
- Support periodic review of salary structures and benefits by gathering market information and analysing internal consistency and affordability.
- Verify monthly HR inputs to payroll, including new hires, exits, leave, deductions and approved changes, while maintaining appropriate segregation of duties.
- Respond to employee questions on compensation and benefits accurately and confidentially and escalate exceptions for approval.
- Support management to implement equitable and sustainable reward and recognition practices.

G HR administration, systems and reporting

- Create and maintain complete physical and digital personnel files, ensuring that required documents are current, secure and easy to retrieve by authorised persons.
- Maintain reliable HR information covering employee profiles, contracts, leave, attendance, performance, training, benefits, disciplinary matters and separations.
- Administer or support implementation of an appropriate Human Resources Information System and improve the quality and efficiency of HR processes.
- Prepare monthly and quarterly reports on headcount, recruitment, turnover, absenteeism, leave, training, performance, employee relations, diversity and other agreed indicators.
- Use HR data to identify trends, risks and opportunities and present clear recommendations to management.
- Maintain confidentiality and apply appropriate access controls, backups and data-quality checks.

4 Deliverables and Performance Indicators

Performance targets will be agreed at the start of each performance period. Core measures will include the following:

KPI area	Expected result
Compliance	HR obligations, contracts, reviews and statutory deadlines tracked and completed on time; material risks escalated promptly.
Recruitment	Approved vacancies filled within agreed timelines through documented, fair and competitive processes.
Onboarding	New employees receive complete contracts, induction and role expectations; probation reviews are completed on schedule.
Performance management	Employees have current objectives and managers complete required performance reviews and follow-up actions.

KPI area	Expected result
People development	Annual learning plan implemented within budget and training completion and effectiveness are tracked.
Records and HRIS	Personnel files and digital HR data are complete, accurate, confidential and current.
Employee relations	Grievances, disciplinary matters and employee concerns are handled promptly, consistently and with proper records.
Retention and engagement	Turnover and employee feedback monitored, causes analysed and practical improvement actions implemented.
Reporting	Accurate monthly and quarterly people reports submitted by agreed deadlines with useful analysis and recommendations.

5 Qualifications and Experience

- Bachelor's degree or equivalent higher-education qualification in Human Resource Management, Business Administration, Organisational Development, Industrial Psychology or another relevant field.
- At least three years of progressive experience in human resources or people management, preferably within a growing private-sector business or comparable organisation.
- Practical experience establishing or improving HR processes, policies, personnel records and management systems.
- Demonstrated experience supporting recruitment, employee onboarding, performance management, learning and development, employee relations and HR reporting.
- Working knowledge of Malawian employment and labour requirements and the ability to recognise when specialist legal advice is required.
- Experience using HR information systems and strong competence in Microsoft Office, particularly Word, Excel and PowerPoint.
- Professional HR certification or active membership of a recognised HR professional body will be an advantage.
- Strong written and spoken English and Chichewa; knowledge of other Malawian languages is an advantage.

6 Required Competencies and Personal Attributes

- Unquestionable integrity, discretion and respect for confidentiality.
- Self-directed and dependable, with the ability to deliver high-quality work with limited supervision.
- Strong planning, organisation and follow-through across competing priorities and deadlines.
- Sound judgement, emotional maturity and the confidence to handle sensitive or difficult matters fairly.
- Advanced interpersonal, conflict-management, negotiation and team-building skills.
- Clear written and verbal communication and the ability to explain policies and complex requirements in practical language.
- Strong analytical ability, including organising and interpreting people data and presenting useful findings.
- Commitment to continuous learning, innovation, diversity, inclusion and respectful multicultural teamwork.
- Authentic interest in Wala's mission and Malawi's socio-economic development, with the desire to grow with the company over the long term.

7 Authority and Accountability

The People Management Officer will provide advice, coordinate approved HR processes and maintain official people records. The Officer may not create positions, commit expenditure, change compensation, vary employment terms, issue final disciplinary sanctions, terminate employment or make legal representations on behalf of Wala without the approvals required by company policy and delegated authority. Sensitive matters must be escalated promptly to the CEO or designated supervisor.

8 How to Apply

Candidates should submit:

1. A concise cover letter explaining their suitability for the role and relevant people-management experience.
2. An updated curriculum vitae, including contact details for three professional referees.
3. Copies of relevant academic and professional qualifications.

Applications should be emailed to hr@walacleanenergy.com with the subject line “Application: People Management Officer”. Applications must be received no later than 05 October 2026 at 23:59 CAT. Late applications will not be considered, and only shortlisted candidates will be contacted.

Equal opportunity and recruitment integrity. Wala is an equal-opportunity employer. Qualified women and candidates from diverse backgrounds are encouraged to apply. Appointment will be subject to satisfactory reference, qualification and background checks. Wala does not charge applicants any fee at any stage of recruitment.