**TASK # 3 (HR)**

**Overview Task # 3:**

A quick overview of this task is that I had to develop a small business which I select a School running on NGO further vision, mission and objective of school. I developed JD, JS, KRA, KPI of three positions of my choice. Lastly, I developed employee performance appraisal based on behaviour and employee payroll.

**1.Develop the Business Introduction with Vision, Mission, and Objectives**

**Introduction**: Bright Futures Foundation is a dedicated non-profit organization committed to empowering underprivileged children through comprehensive educational programs. Established in 2023, our mission is to provide these children with the tools and resources necessary to succeed academically and personally. We believe that every child deserves access to quality education, and we strive to make this a reality through our various initiatives.

**Vision**: To create a world where every child has access to quality education and the opportunity to reach their full potential.

**Mission**: To empower underprivileged children through comprehensive educational programs, providing them with the tools and resources necessary to succeed academically and personally.

**Objectives**:

1. **Increase Access to Education**: Establish learning centers in underserved communities to provide free educational resources and support.
2. **Enhance Learning Outcomes**: Implement innovative teaching methods and provide training for educators to improve the quality of education.
3. **Support Holistic Development**: Offer extracurricular activities, counseling, and mentorship programs to foster overall development.
4. **Promote Community Engagement**: Engage with local communities to raise awareness about the importance of education and encourage active participation.
5. **Ensure Sustainability**: Develop partnerships with local and international organizations to secure funding and resources for long-term sustainability.

**2.Create Job Descriptions (JDs), Job Specifications (JSs), and Key Performance Indicators (KPIs) for Each Position**

The following are the positions and their JDs, JSs, KPIs:

**Education Coordinator:**

**Job Description (JD)**:

* **Title**: Education Coordinator
* **Reports to**: Program Manager
* **Summary**: The Education Coordinator is responsible for developing and implementing educational programs and activities. This role ensures that the programs meet the educational needs of the children served by the NGO.
* **Responsibilities**:
  + Design and develop educational curricula and materials.
  + Train and support educators and volunteers.
  + Monitor and evaluate the effectiveness of educational programs.
  + Organize workshops and training sessions.
  + Collaborate with schools and other educational institutions.

**Job Specifications (JSs)**:

* **Education**: Bachelor’s degree in Education or a related field. Teaching certification preferred.
* **Experience**: Minimum of 3 years of experience in educational program development and implementation.
* **Skills**: Strong curriculum development skills, excellent communication and training skills, ability to work with diverse groups.

**Key Performance Indicators (KPIs)**:

* **Program Participation Rate**: Number of children participating in educational programs.
* **Learning Outcomes**: Improvement in students’ academic performance.
* **Training Effectiveness**: Feedback scores from educators and volunteers.
* **Program Evaluation**: Results from program evaluations and assessments.

**Fundraising Coordinator**

**Job Description (JD)**:

* **Title**: Fundraising Coordinator
* **Reports to**: Executive Director
* **Summary**: The Fundraising Coordinator is responsible for planning and executing fundraising activities to support the NGO’s programs and initiatives. This role involves building relationships with donors and securing financial support.
* **Responsibilities**:
  + Develop and implement fundraising strategies.
  + Organize fundraising events and campaigns.
  + Identify and approach potential donors.
  + Maintain donor records and manage donor communications.
  + Prepare fundraising reports and presentations.

**Job Specifications (JSs)**:

* **Education**: Bachelor’s degree in Marketing, Communications, or a related field.
* **Experience**: Minimum of 3 years of experience in fundraising or development, preferably in the non-profit sector.
* **Skills**: Strong networking and relationship-building skills, excellent communication and presentation skills, proficiency in fundraising software.

**Key Performance Indicators (KPIs)**:

* **Funds Raised**: Total amount of funds raised within a specific period.
* **Donor Retention Rate**: Percentage of repeat donors.
* **Event Success Rate**: Number of successful fundraising events.
* **Donor Satisfaction**: Feedback scores from donors.

**3.Develop an Employee Performance Appraisal System (Behaviour Based)**

Develop Behaviour-Based Evaluation Criteria

Create specific, observable behaviours for each competency. These criteria will be used to assess employee performance.

Example Criteria:

* Communication:
  + Clearly articulates ideas and information.
  + Actively listens and responds appropriately.
  + Provides constructive feedback.
* Teamwork:
  + Collaborates effectively with colleagues.
  + Supports team members and shares knowledge.
  + Contributes to a positive team environment.
* Adaptability:
  + Adjusts to changes in tasks and priorities.
  + Demonstrates flexibility in problem-solving.
  + Embraces new ideas and approaches.
* Initiative:
  + Identifies opportunities for improvement.
  + Takes ownership of tasks and projects.
  + Seeks out additional responsibilities.
* Empathy:
  + Shows understanding and compassion for others.
  + Addresses the needs and concerns of beneficiaries.
  + Builds positive relationships with stakeholders.

3. Implement a Rating Scale

Use a consistent rating scale to evaluate each behavior. This helps ensure fairness and clarity in the appraisal process.

Example Rating Scale:

* 1 - Needs Improvement: Rarely demonstrates the behavior.
* 2 - Meets Expectations: Occasionally demonstrates the behavior.
* 3 - Exceeds Expectations: Consistently demonstrates the behavior.
* 4 - Outstanding: Always demonstrates the behavior and exceeds expectations.

4. Conduct Regular Performance Reviews

Schedule regular performance reviews (e.g., quarterly or biannually) to assess employee performance based on the defined criteria.

Review Process:

* Self-Assessment: Employees complete a self-assessment based on the behaviour criteria.
* Manager Assessment: Managers evaluate employees using the same criteria.
* Feedback Session: A one-on-one meeting to discuss the assessments, provide feedback, and set goals for improvement.

**4.Develop an Employee Payroll System**

1. Define Payroll Policies

Establish clear policies regarding salary structure, payment frequency, deductions, and benefits.

Components:

* Salary Structure: Define salary grades based on job roles and experience.
* Payment Frequency: Decide whether employees will be paid monthly, bi-weekly, etc.
* Deductions: Include taxes, social security, and other mandatory deductions.
* Benefits: Outline any additional benefits such as health insurance, retirement plans, etc.

2. Collect Employee Information

Gather necessary information from employees to process payroll accurately.

Required Information:

* Personal Details: Name, address, contact information.
* Bank Details: Account number, bank name, and branch.
* Tax Information: Tax identification number, tax filing status.
* Employment Details: Job title, salary, start date, and any applicable allowances.

3. Choose a Payroll System

Select a payroll system that suits the needs of the NGO. This could be a manual system (e.g., spreadsheets) or an automated payroll software.

Options:

* Manual System: Use spreadsheets to calculate payroll manually.
* [Automated Software: Use payroll software like Oracle Payroll Core2](https://www.oracle.com/news/announcement/oracle-launches-saas-payroll-service-for-igos-ngos-2021-09-28/)[or Paychex](https://production.humentum.org/free-resources/guide/payroll-spreadsheet) to automate calculations and ensure compliance with local and international pay rules.

4. Calculate Payroll

Process payroll by calculating gross pay, deductions, and net pay for each employee.

Steps:

* Gross Pay: Calculate based on salary and any additional earnings (e.g., overtime, bonuses).
* Deductions: Subtract taxes, social security, and other deductions.
* Net Pay: The amount employees receive after deductions.

 Maintain Records

Keep accurate records of all payroll transactions for compliance and auditing purposes.

Records to Maintain:

* Payroll Registers: Detailed records of each payroll run.
* Employee Earnings Records: Individual records for each employee.
* Tax Records: Documentation of all tax-related transactions.