

MILLAR CAMERON



**Global Director of
Human Resources**
World Bicycle Relief

About

World Bicycle Relief

World Bicycle Relief (WBR) mobilizes communities in rural regions around the world to thrive with life-changing bicycles. We partner with communities to expand access to education, markets, healthcare, and other essential services. With our purpose-designed Buffalo Bicycles, individuals in low-income regions are a force for change, unlocking pathways to new opportunities for themselves, their families and entire communities.

We are a mission-driven, global non-profit social enterprise that manages a highly refined bicycle supply chain from design through to final distribution. World Bicycle Relief uses an innovative business model to create sustainable bicycle ecosystems. Through World Bicycle Relief's 501(c)3, we provide transport solutions to those who cannot afford them, and through Buffalo Bicycle Ltd, we sell the rugged Buffalo Bicycle and spare parts. Buffalo Bicycle Ltd also offers users repair and maintenance services via a retail network of shops and local mechanics. World Bicycle Relief has distributed over 900,000 fit-for-purpose bicycles and trained 4,000+ community-based mechanics. Girls with Buffalo Bicycles are 19% less likely to drop out of school; business owners see 53% more revenue; and health workers serve 63% more households.

For more information about WBR please visit [World Bicycle Relief | Global Bicycle Charity](#)



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A message from the CEO, World Bicycle Relief

At World Bicycle Relief, we believe that mobility is a catalyst for opportunity – and that people are the driving force behind everything we achieve. As we enter our next chapter of growth, scale, and global impact, we are building an organization that matches the ambition of our mission: to ensure millions more people can access education, healthcare, and economic opportunity through the Power of Bicycles. This is a pivotal moment for WBR, as we continue to evolve our global operating model, strengthen our leadership, and invest in the systems and culture that will enable us to deliver at scale with excellence and integrity.

We are seeking a Global Director of Human Resources who is inspired by both the challenge and the opportunity of shaping a high-performing, values-driven global organization. This is more than an HR leadership role – it is a chance to help define how a mission-led enterprise grows with purpose, builds accountable and empowered teams, and creates an environment where people across continents can do their best work. The successful candidate will play a central role in shaping our culture, strengthening leadership, and ensuring that as we scale our impact, we do so in a way that is inclusive, sustainable, and deeply aligned with the communities we serve.

Sincerely,



David H Neiswander
CEO



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Main responsibilities

The Global Director of Human Resources is a senior, enterprise-wide leader responsible for shaping and executing WBR's global people strategy during a period of organizational transformation and scale. Reporting to the CEO, this role ensures that WBR has the right structures, talent, culture, and systems to deliver its mission globally and locally.

This leader will balance strategic leadership with operational excellence, strengthening WBR's global operating model, leadership capabilities, and performance culture while ensuring equitable, compliant, and people-centered HR practices across regions and affiliates. The role partners closely with the Executive Team, Country Leadership Teams, and Boards to embed WBR's values and enable accountable empowerment throughout the organization.

This role serves as the enterprise steward of WBR's people systems, setting direction, standards, and enabling frameworks while empowering country leadership and HR teams to execute effectively in local contexts.

This is a rare opportunity to shape the people, culture, and leadership of a globally respected organization at a pivotal moment in its evolution. The Global Director of Human Resources will help ensure that as WBR scales its impact, it does so in a way that is values-driven, inclusive, and sustainable for the people we serve and the people who make the work possible. This is a hands-on, execution-focused leadership role in which the successful candidate will be responsible for building, improving, and embedding the systems, processes, and capabilities that WBR needs to operate as a high-performing international organization.

Dimensions of the role

Global People Strategy & Organizational Effectiveness

- Develop and lead WBR's global people strategy aligned with organizational strategy, growth plans, and values.
- Partner with the CEO and Executive Team to steward WBR's operating model, organizational design, and people-related decision-making frameworks.
- Translate strategy into clear job architecture, role clarity, and capability development across global, regional, and country teams.
- Lead organizational change initiatives to ensure clarity, engagement, and cultural alignment.

Talent, Leadership & Performance

- Set and govern global talent acquisition standards and workforce planning processes.
- Oversee executive and critical role hiring and succession planning.
- Strengthen leadership development, coaching, and performance management philosophy and systems that reinforce accountability, learning, and collaboration.
- Build leadership capability across WBR's country and affiliate teams through coaching and structured development programs.

Culture, Change & Employee Experience

- Steward WBR's values and culture, ensuring they are embedded in people strategies, including hiring, onboarding, performance management, and leadership behaviors.
- Lead change management for major organizational initiatives, ensuring clarity, trust, and engagement across diverse geographies.
- Champion employee engagement, inclusion, well-being, and belonging across a global workforce.

HR Operations, Systems & Compliance

- Design and ensure consistent, compliant, and equitable HR policies and practices across all countries and affiliates, adapted appropriately to local contexts.
- Identify and mitigate personnel and workplace risks to the organization.
- Oversee compensation, benefits, job evaluation, and salary structures in partnership with Finance and external advisors.
- Lead HR systems and data (HRIS, dashboards, reporting) to support decision-making, transparency, continuous improvement, and proactive identification of people-related risk.

Partnership & Governance

- Serve as a trusted advisor to senior leaders and Boards on people, culture, risk, and organizational health.
- Collaborate closely with Finance, Legal, Operations, Impact & Learning, and other departments to align people practices with enterprise needs.
- Build strong relationships with regional and country HR leads, fostering capability, consistency, and shared accountability.

Team Management

- Provide matrixed leadership to the Global HR Team, setting clear direction, shared frameworks, and practical tools, while reinforcing accountability and decision-making at the country level.
- Build the capability of local HR teams through coaching, communities of practice, and consistent global standards that allow for appropriate local adaptation.

Skills and experience

Required

- 12+ years of progressive HR leadership experience, including senior-level responsibility in complex, multi-country organizations.
- Demonstrated experience leading organizational change, job architecture, and performance management in a global context.
- Strong grounding in employment law, compliance, and HR best practices across multiple jurisdictions.
- Proven ability to influence senior leaders and operate as a trusted strategic advisor.
- Proven ability to operate effectively in matrixed, distributed organizations, managing across dotted-line relationships, multiple reporting structures, and geographically dispersed teams.

Preferred

- Background rooted in multinational corporate or social enterprise environments, bringing business rigour and structured HR practice to a mission-led context.
- Experience in international development, global NGOs, or mission-driven organizations or a genuine appetite to transition into a purpose-led context.
- Experience in international development, global NGOs, or mission-driven organizations.
- Experience supporting boards, executive leadership teams, and organizational transformation initiatives.
- Experience leading HR functions within African labor and cultural contexts.

Leadership Competencies

- *Strategic & Systems Thinker*: Sees the whole enterprise and connects people strategy to mission and impact.
- *People-Centered Leader*: Leads with empathy, integrity, and respect while driving accountability.
- *Change Leader*: Comfortable navigating complexity, ambiguity, and growth.
- *Collaborative Partner*: Builds trust and alignment across cultures, functions, and geographies.
- *Operationally Strong*: Balances vision with disciplined execution and follow-through.

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Scope of role

Reporting to:

Chief Executive Officer

Direct Report:

Global Human Resource Manager

Matrix Oversight:

Country HR leads; East Africa, Zambia, Malawi and Colombia

Location:

Kenya

Travel:

Frequent travel required (approximately 40% in early months, particularly across Africa operations)

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How to apply

Please send your CV and contact details to Grace Galaty or Silvia Tikani who will contact you to discuss your application in more detail.



Contact: Grace Galaty

Email: grace.galaty@millarcameron.com

Phone: +254 20 5038443



Contact: Silvia Tikani

Email: silvia.tikani@millarcameron.com

Phone: +254 20 5038446

Application Deadline

Please submit your application by **31 March 2026**. Applications received after this date may not be considered.

Due to High Volume

We appreciate all applications; however, only shortlisted candidates will be contacted. Thank you for your understanding.

Commitment to Diversity

At Millar Cameron, we are committed to supporting our clients in building diverse and inclusive teams. If you're enthusiastic about this role but don't meet every requirement, we still encourage you to apply.



M I L L A R C A M E R O N

Who are Millar Cameron?

Founded in 2007, Millar Cameron is an executive and professional search consultancy that focuses on Africa and other emerging markets.

Our goal is to provide client-centric, tailored executive search, recruitment and strategic advisory. Our international reach paired with local market knowledge enables us to provide our clients outstanding leaders who deliver consistent results, irrespective of geography.

We employ a rigorous research driven search process to identify the best fit for our clients, taking into account both hard and soft skill sets.

Our extensive experience yields a robust approach to market intelligence and a longstanding network of global relationships.

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PEOPLE . PASSION . PERSISTENCE

Oxford London Nairobi