

JOB DESCRIPTION

JOB TITLE	Human Resource Officer II
DEPARTMENT	Human Resource
REPORTING TO:	Senior Manager, Human Resource

Summary:

The Human Resource Officer II is required to supervise the payroll function to ensure the smooth running of the HR/Payroll function. The incumbent is required to support the delivery of HRM services by advising on the application and interpretation of existing HRC policies, procedures, rules and regulations. Duties include monitoring, reviewing, evaluating, researching and formulating HRM policies, procedures, systems and programmes, attending meetings and serving on Committees. Dependent on work assignment, the incumbent will be required to perform duties in one or more functional areas as listed below in keeping with the Corporation's strategic goals and business plans.

Education, Knowledge and Experience

- Bachelor's Degree in Human Resource Management or Management with core courses in HRM from an accredited academic institution
- Post graduate training in HRM from an accredited academic institution will be an asset
- Certificate in Industrial Relations from an accredited academic institution will be an asset

- Working knowledge and application of employment laws and regulations
- Working knowledge of the principles and practices of good industrial relations
- Working knowledge of OSH requirements
- Basic knowledge of accounting principles
- Working knowledge of HRIS software capabilities
- Extensive Knowledge of public sector policies, procedures, rules and regulations related to HRM; and
- Basic Knowledge of research methodologies, principles and techniques.
- Minimum of five (5) years' working experience performing similar duties in a HR environment in a large, diverse organization
- **OR**
- Combination of Equivalent Qualification, Training and Experience

Key Functions and Responsibilities

Payroll Supervision

- Supervises professional staff and assist in assigning work and determining work schedules;
- Ensures that payroll is processed timely and accurately;
- Reviews and recommend improvements to existing payroll procedures;
- Analyzes payroll problems and provide appropriate resolutions;
- Assists in addressing payroll related queries;
- Maintains employee confidence and protect payroll operations by keeping information confidential.
- Liaises with software service provider to ensure relevant updates are undertaken

HR Planning and Consulting

- Assists in monitoring the strategic direction of the Corporation, forecasting manpower requirements and developing relevant manpower Plans;
- Conducts research and utilizes supporting data in the analysis and evaluation of information for the preparation of HRM related policy documents, briefs, working papers, presentations etc.
- Collects, compiles and verifies data on human resource matters to contribute to the development of HRM policies and procedures;
- Continuously reviews current human resource practices, policies, procedures and systems and recommends remedial action that should be pursued to ensure compliance with current laws, rules and regulations;
- Assists in the development, coordination and implementation of Organizational Development and Change Management practices through collaboration/consultation with key stakeholders;
- Develops job descriptions and revises same on an on-going basis to ensure relevance;
- Provides professional and technical advice to Line Managers/Staff on the specifics of the HRM functions and regulatory framework; and
- Interprets HRM policies and procedures to assist staff with queries and concerns.

Recruitment, Selection and Placement

- Advises on the approved recruitment and selection policy of the Corporation;
- Reviews policy from time to time for continued relevance to the needs of the Corporation;
- Coordinates and supports the execution of recruitment and selection activities such as shortlisting, interviewing, compiling final interview summary and conducting reference checks;
- Performs research for the development of structures selection techniques and best practice; and
- Prepares reports, Board/HRC Notes, internal notes and other documents as required.

Learning and Development

- Conducts training and development needs analyses and contributes to the development of customized training programmes, serves as facilitator and/or lectures in specific areas of competence;
- Develops and delivers employee orientation programmes in collaboration with Heads of Department;
- Reviews, analyses and evaluated Training Plans submitted by Heads of Department and provides feedback;
- Assesses the suitability of candidates for participation in training programmes, makes recommendations for participation and evaluates training effectiveness;
- Assesses training providers and makes recommendations for procurement.

Performance Management

- Advises on the interpretation and application of performance management policies, procedures and guidelines;
- Reviews performance management policies, procedures and guidelines and makes recommendations for and participates in formulating changes;
- Tracks the completion of performance appraisal reports for staff;
- Engages with supervisors/managers to ensure full compliance with performance management principles and practices;
- Coaches and trains supervisors / managers in the administration and application of the Corporation's approved performance management system;
- Collates information on identified gaps in employee performance based on completed performance appraisal reports and makes recommendations for remedial training and the subsequent re-evaluation of the employee's performance post training.

Compensation and Benefits Management

- Advises on the interpretation and application of compensation and benefits policies, procedures, rules and regulations as are applicable;
- Assists in the review of compensation/benefits policies, procedures, rules and regulations, recommends and participates in formulating changes;
- Assists in the conduct of compensation surveys by designing data collection instruments, collecting, collating and analyzing data and making appropriate justification;
- Makes recommendations relevant to the compensation packages to be offered to contract employees;
- Attends meetings and serves on committees as necessary;

Industrial Relations/Employee Relations

- Assists in the development of procedures and guidelines for handling employee grievances and disciplinary processes;
- Provides advice and support regarding the management of IR matters;
- Assists in the development of and provides support for employee relations projects.

Human Resource Information Systems

- Assists in the implementation of HRIS and undertakes activities for its on-going maintenance;
- Ensures that the extraction and encoding of employee related information onto HRIS is accurately done;
- Performs monthly and ad hoc audits on HRM databases to ensure accuracy, reliability and integrity of data;
- Provides training and support to staff on HRIS related issues;
- Generates reports (new hires, leave usage, time and attendance, training and development) as required by the Senior Manager, Human Resources;
- Advises management on organizational policy matters related to the HRIS;
- Liaises with software service provider to ensure relevant updates are undertaken.

Budgets

- Liaises with Line Managers and assists in the preparation of the Departmental Payroll budgets in the required format and within pre-determined timeframes;
- Assists in the preparation of departmental training budgets.

Leave Administration

- Conducts audits on leave spreadsheet to ensure accuracy and transparency;
- Conducts audit to ensure that the employee leave file accurately reflects leave taken by the employee.

Health Plan Coordination

- Manages the Corporation's Group Health Plan;
- Ensures that new employees who have been confirmed are placed on the Corporation's Group Health Plan;
- Coordinates and arranges meetings with service provider as needed;
- Liaises with other insurance health providers regarding new proposals and recommends any amendments to existing plan or change in service provider.

Punctuality and Attendance

- Conducts quarterly audits on punctuality and attendance at the Corporation;
- Reviews monthly punctuality reports completed by the Human Resource Assistant and Human Resource Officer I before submission to Managers/Supervisors;
- Assists in undertaking leave audits to ensure that leave forms are completed to account for absences.

Record Management/File Maintenance

- Reviews and implements records management systems
- Maintains records of HR related critical decisions;
- Creation of HR related files inclusive of Employee Relations file;

Reporting Functions

- Assists in the analyses of the HR metrics to allow for measuring HR partnership and decision-making
- Prepares, submits and/or presents reports as necessary
- Assists in preparation of Board Notes on HR matters for the consideration and approval of the Human Resource Committee/ Board of Directors

- Performs any other duties related to the job function as may be assigned

Dimensions and Scope of Role

- Operates within the Policies and Procedures of the Corporation
- Responsibility for the Payroll and Training Budgets
- Operates within the relevant Laws and Regulations
- Operates in accordance with Agreements and Employment Contracts

Key Behavioral Competencies

People Development: Has the ability to create an environment that enables action on the part of employees towards the fulfillment of organizational and individual goals.

Strategic Perspective: Has an understanding of issues, competitive markets and challenges in the wider business environment in the context of delivering short-term value; Ability to deliver results which add value to the department and to the Corporation.

Workload Management: Ability to contribute to determining measurable goals and objectives; Maintains focus on attaining high levels of performance and achieving results. Plans, prioritizes and organizes time and tasks to meet deadlines. Achieve objectives in an efficient and cost-efficient manner.

Integrity: Displays honesty, and credibility in relationships and work situations, consistent with the Corporation's values and principles e.g. sets good example, ethical conduct.

Governance/ Compliance: Demonstrates and behaves in accordance with the principles of transparency and accountability in accordance with laws, state and organizational policies and procedures.

Communication: Has the ability to communicate in a logical and organized manner at all levels in the organization. Willingly and consistently provide information in an easily understood manner that permits and encourages feedback.

Supervisory Skills: Create an environment that motivates employees towards organizational and individual goals. Ability to engage, convince and inspire others. Willingness to enable, authorize or legitimize action of subordinates. Is able to assess strengths and weaknesses and provide feedback that would enhance performance.

Problem Solving: Is able to analyze complex data or situations, prioritize key issues; creates insightful solutions to problems and ensures proper execution

Personal Attributes: Uses initiative; has the ability to act with minimum supervision; Demonstrates a high level of confidentiality; Has a consistent pattern of satisfactory attendance with strong work ethics.

Customer Focus: Has a strong understanding of the 'gold' standards service requirements and the significance to the success of the business; Willingness to respond promptly to internal and external needs.