

JOB DESCRIPTION

JOB TITLE:	Senior Human Resources Officer
DEPARTMENT:	Human Resources
REPORTING TO:	Divisional Manager, Human Resources

Summary:

The Senior Human Resources Officer is responsible for formulating key strategic initiatives with the intent of creating and maintaining a culture of organisational transformation. The incumbent will be required to manage functional areas such as Learning and Development, Performance Management, Coaching and Mentoring and facilitation of Strategic Planning sessions, in alignment with the corporation's strategic objectives in order to achieve this goal.

Education, Knowledge and Experience

- Bachelor's Degree in Human Resource Management (HRM) or Management with core course in HRM from an accredited academic institution
- Working knowledge and application of employment laws and regulations
- Sound knowledge of the principles and practices of good Industrial Relations;
- Extensive knowledge of government's policies, procedures, rules and regulations related to HRM;
- Basic Knowledge of research methodologies, principles and techniques;
- Working knowledge of HRIS in particular, HRP5
- Experience in Negotiations
- Proficiency in the use of Microsoft Office Tools and software relevant to job functions.

- Seven (7) years' work experience in Human Resource Management, including three (3) years supervisory experience or at a similar level

- OR**

- Combination of Equivalent Qualification, Training and Experience

Key Functions and Responsibilities:

Organisational Development and Transformation

- Assists with the development and implementation of Organisational Development and Change Management practices through collaboration with key stakeholders
- Manages the Succession Planning of the Corporation through routine reviews of the manpower capabilities and liaises with Heads of Departments to determine additional needs based on project requirements
- Identifies and coaches High Performing Employees within the Corporation
- Manages the Coaching and Mentoring function through collaboration with Heads of Departments
- Facilitates the change management processes throughout the organization
- Assists with the supervision of the work of a group of professional staff engaged in the implementation of HRM policies, procedures, rules and regulations
- Assists with the implementation of HR policies and procedures to ensure consistency and fairness throughout the Corporation
- Reviews and evaluates recommendations, reports, proposals and other documents prepared by staff

Learning and Development

- Identifies the Corporation's training and development needs through the review of performance appraisals, consultation with managers and job and competency analysis;
- Manages the development of customized training programmes and serves as facilitator and/or lectures in specific areas of competence where necessary;
- Ensures of training programmes and initiatives are aligned to Corporation's strategic plans
- Coordinates the activities of staff engaged in the development, execution and evaluation of training programmes.
- Liaises with Human Resource Officer II to analyse and evaluate Training Plans submitted by Heads of Department and provides feedback;
- Develops plans to evaluate the effectiveness of learning and development initiatives and provides feedback using statistics such as Return on Investment
- Assesses training providers and makes recommendations for procurement.
- Reviews and optimises employee orientation programmes in collaboration with Heads of Departments;
- Prepares and revises the Corporation's annual training budget through consultation with Managers and Divisional Manager, Performance, Transformation and Culture

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;
- 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.
- Facilitates training to managers, supervisors and employees on the proper administering of the Performance Management Appraisal System (PMAS)

Human Resource Information Systems

- Manages the implementation of HRIS and undertakes activities for its on-going maintenance;
- Liaises with the Information Technology Department to ensure HRIS is managed effectively;
- Advises management on organizational policy matters related to the HRIS.

HR Operations – Employee life cycle

- Raises HR-related issues with managers in a proactive and diplomatic fashion, identifying practical solutions and appropriate action plans;
- Reviews, revises and streamlines general HR procedures and forms to enhance efficiency and effectiveness;
- Collaborates with the Recruiting team to analyze and generate offers of employment;
- Utilizes outside resources in order to address employee issues and concerns as needed;
- Conducts exit interviews, identifying trends and recommending actions to address concerns;
- Develops and maintain periodic human resources reports for management, utilizing standard HR-related metrics;
- Develops, updates, implements and/or communicates personnel policies and procedures in compliance with standard HR practices, laws and regulations;
- Understands and is able to serve as back-up on all functions completed by the fellow HR Officer II, including payroll, HRIS, on-boarding and off-boarding.

Compliance

- Conducts periodic internal HR self - audits to ensure compliance with policies, regulations and laws;
- Assist with compilation of statistics and material in support of DEI initiatives;
- Identifies avenues for communication and knowledge sharing via sharing tools and other innovative methods;
- Maintain all HR files (public and private) in easy-to-navigate electronic files, in compliance with document retention policies;

Reporting Functions

- Submits monthly reports with recommendations as necessary
- Performs any other duties related to the job function as may be required

Dimensions and Scope of Role

- Operates within the Policies and Procedures of the Corporation
- Operates within the relevant Laws and Regulations
- Operates in accordance with Agreements and Employment Contracts

Key Behavioural Competencies

People Development: Ability to manage key relationships and respond promptly to internal and external needs. Is able to create an environment that enables action on the part of employees towards the fulfilment of organizational and individual goals.

Strategic Perspective: Is proficient in the use of strategic planning, monitoring and control techniques. Has an understanding of issues and competitive markets and challenges. Ability to guide, develop, implement and monitor plans based on the organization's intended results.

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

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

Risk Management: Has a sound knowledge of risk management principles and framework with a proactive approach to ensure compliance with national and Corporation guidelines to mitigate risk.

Customer Service: Ability to influence employees to use 'gold' standards in providing continuous service to our clients. Has a sense of urgency in addressing customer issues or seeks information about the real underlying needs of the customer, beyond those expressed initially.

Leadership: Ability to convince, influence, motivate and enable others to contribute to the efficiency, and success of the of the overall business strategy, culture and core values of the Corporation

Change Agent: Manage the transformation process, using innovation and creativity as the catalyst for 'mind-set' change, and changes in attitude and standards of behavior for the optimal benefit of our communities

Key Performance Indicators

- Implemented HRM Policies and Procedures
- Positive feedback from internal and external customers