

## JOB DESCRIPTION & SPECIFICATIONS.

<b>JOB TITLE</b>	Head - Human Resources Management
<b>GRADE</b>	
<b>DEPARTMENT</b>	Human Resources

<b>JOB SUMMARY/ PURPOSE</b>	The role is responsible for ensuring availability and retention of a skilled, motivated and productive workforce that is focused on delivering banking services that create positive customer experience.
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REPORTING RELATIONSHIPS (attach organogram)			
<b>REPORTING TO:</b>	MD\CEO	<b>SUBORDINATES</b>	Human Resources Dept.

KEY ACCOUNTABILITIES
<ul style="list-style-type: none"> <li>• Formulates and implements people management and development strategies that are anchored on current and innovative HR policies in line with labour laws and the bank's business objectives.</li> <li>• Monitors and reviews the bank's salary and benefits structure to ensure a balance between control of costs and attracting and retaining staff.</li> <li>• Provides timely and appropriate staff information to Finance department for salary reviews.</li> <li>• Manages working conditions, disciplinary and grievance procedures, equal opportunities, redundancies and employee leave schedule.</li> <li>• Liaises with the Branding and Corporate Communications Unit to place job adverts in websites, newspapers etc.</li> <li>• Co-ordinates recruitment and selection of new staff, liaising where necessary with external recruitment consultants.</li> <li>• Coordinates induction process to integrate new staff into the work place.</li> <li>• Develops and maintains relationships with external training/examination bodies and recruitment consultants.</li> <li>• Advises management on PAYE, pension, welfare and insurance schemes</li> <li>• Designs new staff training programmes and updates existing ones.</li> <li>• Organizes in house learning and development programmes for appropriate staff on a regular basis and ensure full attendance of both trainees and facilitators.</li> <li>• Issues letters of employment to new members of staff and collates their relevant details for filing.</li> <li>• Maintains current records of all staff details with respect to personal information, salary and benefits such as welfare, Group Life Insurance, Pension, medicals etc.</li> <li>• Facilitates provision of counselling facilities, sports and social activities for staff.</li> <li>• Co-ordinates disciplinary and grievance procedures, working with the Legal Department where necessary.</li> <li>• Co-ordinates staff appraisal and performance management procedures.</li> <li>• Facilitates the provision of counselling facilities, sports and social activities for staff.</li> <li>• Reviews and reports on HR Function achievement against key performance targets to guide the preparation of annual action plans and budgets to the Management.</li> </ul>

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**JOB PERFORMANCE & PERSON REQUIREMENTS**

**EDUCATIONAL/PROFESSIONAL & WORK EXPERIENCE REQUIREMENTS**

- Bachelor’s Degree in Human Resource Management or any Social Science discipline.
- Master’s degree in Human Resource Management.
- Relevant Certification in HR e.g. CIPD(Chartered Institute of Personnel Development), SHRM(Society for Human Resource Management)
- The person must have a minimum of 8-10 years’ cognate experience, at least 5 of which must have been at key management position

JOB KNOWLEDGE & SKILLS	PROFICIENCY LEVEL (1- 5)	GENERIC COMPETENCIES	PROFICIENCY LEVEL (1- 5)
Strong knowledge of HR Strategy and people management policies		Strong relationship building and management skills	
Sound grasps regulatory and cultural issues, including legal provisions		Well-developed interpersonal skills, including the ability to work with personnel at all levels.	
Highly developed skills in general HR procedures		Proficiency in the use of MS Office suite i.e. Word, Excel and PowerPoint.	
Demonstrated confidentiality, tact and discretion in dealing with people.		Demonstrated confidentiality, tact and discretion in dealing with people	
Workforce planning and development interventions			
Compensation and benefits management			
Staff audit			

KEY PERFORMANCE INDICATORS (Indicative)	FINANCIAL DIMENSIONS ()
Frequency of cases of non-adherence to policies.	Percentage Cost of the workforce
Staff productivity index	Training and development budget
Employee Satisfaction Index	Cost of new hires
Adequacy of staffing (number, quality and skill mix)	Ratio of compensation cost to revenue
Hiring Process Satisfaction Rate	Revenue contribution per staff
Employee turnover/attrition rate	
Impact of training on staff performance	
New Hire Acceptance Index	
Turnover Rate For Highest Performers	
HR- t FTE Ratio	

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Percentage of Workforce below Performance Standards	
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<b>OTHER JOB REQUIREMENTS (Please tick as appropriate)</b>					
<b>PRIMARY WORK LOCATION</b>		<b>WORK CYCLE</b>		<b>TRAVEL REQUIREMENTS</b>	
e.g. Head Office Location		Monday-Friday (8a.m – 5p.m)		None	
Branch Office Locations		Shift Types			
Other Locations					
<b>PHYSICAL REQUIREMENTS</b>					
	None	Moderate	Extensive	<b>TRAVEL OUTSIDE SIERRA LEONE</b>	
Lifting Required?			Yes	YES	
Computer Use?			Yes	NO	
Other Requirements Not Listed Above standing, Sitting, Hearing, Repetitive Motion, Handling, Reaching,					
<b>Developed by:</b>		<b>Approved by:</b>		<b>Last revised by:</b>	
Name:		Name:		Name:	
Date:		Date:		Date:	