

JOB TITLE		HUMAN RESOURCES BUSINESS PARTNER	
JOB OBJECTIVES:			
<ul style="list-style-type: none"> ○ To develop and implement an effective people strategy, ensuring the alignment of HR systems with business priorities to increase productivity and overall profitability of the organization. 			
DEPT/DIVISION:		REPORTS TO:	SUPERVISES:
People Management		Head, People Management	<ul style="list-style-type: none"> ○ Employee Relations Officer/People Support Executive ○ Interns
RELATIONSHIPS:			GRADE:
Divisional and Department Heads, Consultants, Auditors, Regulators.			
JOB RESPONSIBILITIES:			KEY PERFORMANCE INDICATORS:
<ul style="list-style-type: none"> ○ Partner with Head People Management and senior management to align HR strategy to business strategy. ○ Act as change agent to business through process design and approaches that support change and transformation – striving to lead mutual processes to best practice status. ○ Analyse trends and metrics in partnership with HR peers to develop solutions; programs, policies and procedures. ○ Provide day-to-day coaching to leadership on a variety of actions to include employee relations issues, policy interpretation and application; talent management and development; and organizational design consultation. ○ Conduct ongoing supply and demand analysis for business partners on current and future state staffing and skill needs and designs talent acquisition strategies to meet those needs. Actively participates in annual budget planning/labor forecasting process with business partners. ○ Develop strategies and vision for the employee relations framework by engaging with staff to anticipate employee needs as well as monitoring the external environment for best practice and bench marking. ○ Perform talent acquisition for vacant roles as they arise. Prescreens candidate applications and resumes for required skills; experience and knowledge to fit position requirements. Makes referrals to hiring manager and ensures efficient turn-around activity. ○ Lead and/or support HR deliverables including employee relations, policies design and formulation, performance management, merit and bonus awards; benefits enrollment; etc. ○ Evaluate issues, patterns, and trends to provide proactive insights for HR solution and program designs i.e. training to address certain needs. ○ Partner with Payroll, HRIS, and Compensation and Benefits functions as needed to provide solutions for employees. ○ Design and implement teaming & bonding initiatives. ○ All other duties assigned. 			<ul style="list-style-type: none"> ○ Timeliness in Performance Evaluation & Reporting ○ Employee Turnover – Retention (Regrettable Loss) ○ # complaints from employees (Business Partner related) ○ Timeliness & Adequacy of Reporting (Line Mgr & Business Segment) ○ Employee Productivity (Revenue/Employee in segment) ○ # Policy/Process Deviation ○ ENPS ○ TAT on handling employee request/correspondences ○ # of Cost Saving Initiatives Implemented ○ % Training Evaluation ○ Internal Customer Experience
COMPETENCE REQUIREMENTS			APPLICATIONS & TECHNOLOGY

<p>FUNCTIONAL</p> <ul style="list-style-type: none"> ○ Critical Thinking, Problem Solving and Analytical Skills ○ Financial Acumen ○ Strategy Development and Execution ○ Performance Management ○ Good Knowledge of Technology (lending applications) ○ Talent Management ○ Organisational Design ○ Organisation Development ○ Knowledge of Employment & Labour Law ○ Results focused ○ Operations & Maintenance ○ Planning & Organisation ○ Change Management ○ Project Management ○ Diversity management ○ Policy Formulation & Implementation ○ Database Management 	<p>BEHAVIORAL</p> <ul style="list-style-type: none"> ○ Mentoring and Supervision ○ Leadership, Influencing and Negotiation ○ Continuous Learning & Improvement ○ Self-Assured, Confident and Assertive ○ Relationship Management ○ Effective Communication Skills ○ Accountability ○ Conflict management 	<ul style="list-style-type: none"> ○ Microsoft Word, Excel and PowerPoint ○ HR Flex ○ Microsoft Navision <p>WORK CONDITIONS</p> <ul style="list-style-type: none"> ○ A typical work environment in financial services. ○ Requires periodic travel to branch locations across the country.
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JOB SPECIFICATION	
Educational Qualification	<ul style="list-style-type: none"> ○ A first degree is required ○ Master's degree as added advantage
Professional Qualification	<ul style="list-style-type: none"> ○ CIPM
Desired Experience/ Knowledge	<ul style="list-style-type: none"> ○ At least 6 to 10 years' of successful HR/people management experience. ○ Experience in Financial Services industry is preferred.