

JOB TITLE		LEAD, RECRUITMENT & HRBP
JOB OBJECTIVES:		
<ul style="list-style-type: none"> ○ Design, develop and support the implementation of recruitments strategy to ensure effective manning in the company. ○ 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	Div. Head, People Management	Recruitment Analyst
RELATIONSHIPS:		GRADE:
Divisional and Department Heads, Consultants, Auditors, Regulators.		
JOB RESPONSIBILITIES:		KEY PERFORMANCE INDICATORS:
<p>1. Recruitment & Selection</p> <ul style="list-style-type: none"> • Participate in continuous review in conjunction with all Departments/Units, effective manpower plan/manning levels for the company. • Assist in the development and implementation of recruitment plans. • Assist in ensuring that all recruitments are compliant with the rules, procedures, and policies of the company. • Implement all redeployment of staff to other roles. • Determine applicant qualifications by interviewing applicants; analyzing responses; verifying references; comparing qualifications to job requirements. • Maintain accurate information database: selection test, new hires. • Ensure the proper assimilation of new hires: on-boarding of new hires. • Initiate and close confirmation process for all new hires – 3months & 6months while tracking employment contract renewal as they fall due. • Design, Develop and Implement annual staffing plans for the organization in line with expected strategic business outcomes. • Design, develop and manage strategies to attract top talents for the workforce. • Build applicant sources by researching and contacting colleges, employment agencies, recruiters, media, and internet sites; providing organization information, opportunities, and benefits; making presentations; maintaining rapport. • Improve organization attractiveness by recommending new policies and practices; monitoring job offers and compensation practices; emphasizing benefits and perks. • Manage intern program by conducting orientations; scheduling rotations and assignments; monitoring intern job contributions; coaching interns; advising managers on training and coaching. • Avoid legal challenges by understanding current legislation; enforcing regulations with managers; recommending new procedures; conducting training. 		<ul style="list-style-type: none"> • TAT on recruitment process • Compliance with recruitment policies • Quality of Hire - % confirmed • TAT on on-boarding new hires • Quality of onboarding new hires (survey) • Quality of Candidate Pool • % Recruiting Expense to Total HR Expense • Zero exception of recruitment documentation/reports. • TAT on Employee Confirmation • Timeliness & Adequacy of Reporting • Zero Policy/Process Deviation • Employee Turnover – Retention (Regrettable Loss) • Employee Productivity (Revenue/Employee in segment) • Improvement in ENPS • TAT on handling employee request/correspondences • % Training Evaluation • Internal Customer Experience

2. HR Business Partner <ul style="list-style-type: none"> • Drive employee engagement initiatives • Handle Employee Request and Correspondence • Conduct ENPS survey and develop initiative to measure employee engagement periodically. • Manage exit process ensuring strict adherence to process and policy. • Conduct monthly appraisal for staff on performance-based pay – ERM, Sales, Tele sales, CAU etc • Manage and treat disciplinary issues in line with policy. • Provide monthly payroll updates to People Operations team on all changes affecting salaries e.g new hire recruitment, exit, suspension, performance score etc. • Drive quarterly engagement session plan across the organisation; drawing up templates, agenda, reporting and ultimately tracking to ensure reported issues are closed. • Evaluate issues, patterns, and trends to provide proactive insights for HR solution and program designs. 		
COMPETENCE REQUIREMENTS		APPLICATIONS & TECHNOLOGY
FUNCTIONAL <ul style="list-style-type: none"> ○ Critical Thinking, Problem Solving and Analytical Skills ○ Financial Acumen ○ Strategy Development and Execution ○ Attention to Details ○ Knowledge of Employment & Labour Law ○ Results focused ○ Research ○ Reporting ○ Documents & Records Management ○ Database Management 	BEHAVIORAL <ul style="list-style-type: none"> ○ Continuous Learning & Improvement ○ Self-Assured, Confident and Assertive ○ Relationship Management ○ Effective Communication Skills ○ Conflict management ○ Reliable ○ Time Management ○ Sensitive ○ Listening Skills ○ Empathy 	<ul style="list-style-type: none"> ○ Microsoft Word, Excel and PowerPoint ○ HR Flex ○ Microsoft Navision
		WORK CONDITIONS
		<ul style="list-style-type: none"> ○ A typical work environment in financial services. ○ Requires periodic travel out of station.
JOB SPECIFICATION		
Educational Qualification	<ul style="list-style-type: none"> ○ A first degree is required 	
Professional Qualification	<ul style="list-style-type: none"> ○ CIPM 	
Desired Experience/ Knowledge	<ul style="list-style-type: none"> ○ At least 5 years' experience ○ Experience in Financial Services industry is preferred. 	