HUMAN RESOURCE BUSINESS PARTNER

Sector: **Human Resource**
Job Family: **Strategic Planning (Human Resource)**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Human Resources Business Partner ensures and aligns human resources strategies with business goals and provides strategic human resources support to management and employees. They work closely with business and Human Resources leadership team to address human resources/people matters, drive the delivery of the annual human resources/people cycle, including preformance management, compensation, budgeting, training and development. They provide strategical and operational guidance, direction, coaching and advice to leaders on people matters.

Key Tasks
Analyze human resources metrics and data to identify trends and develop solutions to address human resources issues.
Collaborate with the leadership team in bridging the capability gaps, succession and talent development planning.
Conduct workforce planning sessions and collaborate with Talent Acquisition team to address staffing needs.
Ensure leadership team are highly engaged, diverse and highly performing team.
Partner with business leaders to implement human resources strategies that support business objectives.
Provide expert advice and guidance on human resources policies, procedures, and best practices.
Stay up-to-date with employment laws and regulations to ensure compliance.
Support organizational change initiatives and foster a culture of continuous improvement and promote a positive work environment.

Core Skills	Level
Adaptability	Advanced
Building Inclusivity	Advanced
Collaboration and Teamwork	Advanced
Communication	Advanced
Critical Thinking	Advanced
Initiative	Advanced

Technical Skills
Benefits Management
Business and Financial Acumen
Change Management
Diversity and Inclusion Management
Employee Relationship Management
Human Resource Advisory
Human Resource Analytics and Insights
Human Resource Strategy Understanding and Formulation
Strategic Workforce Planning and Budgeting
Talent Management

HEAD OF HUMAN RESOURCE OPERATIONS

Sector: **Human Resource**
Job Family: **Human Resource Operations**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Head of Human Resource Operations is responsible for leading and overseeing the Human Resources operations within an organization. They develop and implement human resources policies and procedures, ensuring compliance with employment laws, and optimizing human resources processes. The Head of Human Resource Operations collaborates with senior management to align Human Resources operations with organizational goals and leads a team of Human Resources professionals.

Key Tasks
Collaborate with senior management to align human resources operations with organizational goals.
Develop and ensure implementation of human resources policies and procedures to improve operational efficiency.
Ensure compliance with human resource policies and legislation.
Lead the human resources operations team, providing guidance and support and overseeing the performance.
Liaise with the Learning and Development team to identify training and development opportunities.
Manage the human resources operations budget and resources.
Oversee human resources operations, processes and systems.
Present the findings of the human resources operations metrics to identify trends and the recommended areas for improvement.

Core Skills	Level
Adaptability	Advanced
Communication	Advanced
Critical Thinking	Advanced
Numeracy	Advanced
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills
Budget Management
Business Acumen
Human Resource Advisory
Human Resource Analytics and Insights
Human Resource Policies and Legislation
Human Resources Operations Management
Human Resources Policy Development

HUMAN RESOURCE OPERATIONS MANAGER

Sector: **Human Resource**
Job Family: **Human Resource Operations**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Human Resources Operations Manager oversees the day-to-day human resources operations, ensuring efficient and effective human resources processes. They manage human resources policies and procedures, employee records, human resources systems, and compliance with employment laws. The Human Resources Operations Manager works closely with human resources and other departments to support the overall Human Resource strategy and improve operational efficiency.

Key Tasks
Collaborate with human resources and other departments to support the overall human resources strategy.
Develop and implement human resources policies and procedures to improve operational efficiency.
Ensure compliance with human resources policies and legislation.
Manage human resources processes, including onboarding and offboarding.
Monitor and analyze human resources operations metrics to identify trends and areas for process improvement.
Monitor industry trends and best practices in human resources operations.
Oversee the day-to-day human resources operations, including employee records, human resources systems, and policies and procedures.
Provide guidance and support to managers and employees on human resources related matters.

Core Skills	Level
Collaboration and Teamwork	Advanced
Communication	Advanced
Digital Literacy	Intermediate
Empathy	Intermediate
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills
Business Acumen
Data Analysis
Employee Data Management
Human Resource Advisory
Human Resource Analytics and Insights
Human Resource Systems Management
Human Resource Policies and Legislation
Human Resources Policy Development
Project Management

HUMAN RESOURCE OPERATIONS ASSOCIATE

Sector: **Human Resource**
Job Family: **Human Resource Operations**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Human Resources Operations Associate supports the administration of human resources operations. They assist with employee records, processing human resources transactions, and providing administrative support.

Key Tasks
Assist in onboarding and offboarding processes for new hires and exiting existing employees.
Assist in the administration of human resources operations, including maintaining employee records and processing human resources transactions.
Ensure compliance with human resource policies and legislation.
Monitor and maintain human resources systems and databases.
Provide administrative support for human resources operations and projects.
Respond to employee inquiries on areas such as human resources policies and procedures.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Digital Literacy	Basic
Numeracy	Intermediate
Planning and Organizing	Basic

Technical Skills
Data Management
Employee Communication Management
Human Resource Advisory
Human Resource Policies and Legislation
Human Resources Practices Implementation
Human Resources Operations Support
Human Resources Systems Management

HEAD OF COMPENSATION AND BENEFITS

Sector: **Human Resource**
Job Family: **Compensation and Benefits**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Head of Compensation and Benefits leads the design, implementation, and management of the organization's compensation and benefits programs. They develop strategies to attract and retain talent, ensure competitive pay structures, and manage benefits programs that support the overall human resource strategy. The Head of Compensation and Benefits collaborates with senior management to align compensation and benefits practices with organizational goals and leads a team of human resource professionals.

Key Tasks
Collaborate with senior management to align compensation and benefits programs with organizational goals.
Develop and implement comprehensive compensation and benefits strategies and programs.
Develop and recommend the compensation and benefits budget.
Ensure compliance with all relevant compensation, benefits, and employment regulations.
Lead and manage the compensation and benefits team, providing guidance and support.
Monitor and analyze compensation and benefits metrics to identify trends and areas for improvement.
Oversee the design and administration of pay structures, incentive programs, and employee benefits plans.
Perform market analysis to ensure competitive compensation.

Core Skills	Level
Adaptability	Advanced
Collaboration and Teamwork	Advanced
Critical Thinking	Advanced
Communication	Advanced
Initiative	Advanced
Numeracy	Advanced

Technical Skills
Benefits Analysis
Business Acumen
Compensation and Benefits Management
Compensation Strategy
Competitive Intelligence
Strategic Workforce Planning

COMPENSATION AND BENEFITS MANAGER

Sector: **Human Resource**
Job Family: **Compensation and Benefits**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Compensation and Benefits Manager manages the organization's compensation and benefits programs. They develop and administer pay structures, benefit plans, and incentive programs to attract and retain employees. The Compensation and Benefits Manager ensures that compensation and benefits programs comply with regulations and align with the organization's goals.

Key Tasks
Collaborate with human resources and other departments to ensure alignment of compensation and benefits programs with organizational goals.
Conduct regular market analysis, salary benchmarking to ensure competitive compensation.
Develop and administer compensation and implement compensation structures, benefit plans, and incentive programs.
Ensure compliance with relevant compensation and benefits policies.
Manage the compensation and benefits budget.
Monitor and analyze compensation and benefits data to identify trends and make recommendations.
Provide guidance and support to managers and employees on compensation and benefits issues.
Stay updated on industry trends and best practices in compensation and benefits.

Core Skills	Level
Communication	Advanced
Collaboration and Teamwork	Advanced
Critical Thinking	Advanced
Digital Literacy	Advanced
Numeracy	Advanced
Planning and Organizing	Advanced

Technical Skills
Budget Management
Business Acumen
Compensation and Benefits Management
Data Analysis
Human Resource Service Quality Management
Organizational Change Management
Organizational Diagnosis
Strategic Workforce Planning

COMPENSATION AND BENEFITS ASSOCIATE

Sector: **Human Resource**
Job Family: **Compensation and Benefits**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Compensation and Benefits Associate supports the design, analysis, and administration of compensation and benefits programs. They conduct market research and support in analyzing the market conditions to benchmark the organization's compensation and benefits.

Key Tasks
Assist in the administration of compensation and benefits programs.
Assist in the development and implementation of human resource policies and procedures related to compensation and benefits.
Assist in conducting market research and benchmarking, including salary surveys.
Prepare and maintain employee contracts.
Provide administrative support for human resource operations and projects.
Respond to employee inquiries regarding compensation, benefits, and human resource policies.
Stay updated on best practices and trends in compensation, benefits, and human resource operations.

Core Skills	Level
Building Inclusivity	Basic
Communication	Basic
Digital Literacy	Intermediate
Literacy	Basic
Numeracy	Basic

Technical Skills
Compensation and Benefits Administration
Compensation and Benefits Policies
Data Analysis
Data Collection and Preparation
Human Resource Digitalization
Human Resource Information Systems
Stakeholder Engagement and Management

HEAD OF TALENT ACQUISITION

Sector: **Human Resource**
Job Family: **Talent Acquisition**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Head of Talent Acquisition develops and executes the organization's talent acquisition strategy. They oversee the recruitment process, build a strong employer brand, and ensure the organization attracts top talent. The Head of Talent Acquisition collaborates with senior management to align recruitment practices with business objectives and leads a team of talent acquisition professionals.

Key Tasks
Build and maintain a strong employer brand to attract top talent.
Collaborate with senior management to ensure talent acquisition practices align with business objectives.
Develop and implement the organization's talent acquisition strategy and assess its effectiveness.
Develop and maintain relationships with external recruitment agencies and partners.
Lead the talent acquisition team, providing guidance and support and overseeing the performance.
Liaise with the learning and development team to identify training and development opportunities.
Manage the talent acquisition budget and resources
Oversee the compliance with relevant employment laws, regulations and recruitment process.
Present and advise the findings of the recruitment metrics to identify trends and areas for improvement to senior management.

Core Skills	Level
Adaptability	Advanced
Building Inclusivity	Advanced
Communication	Advanced
Critical Thinking	Advanced
Empathy	Advanced
Problem Solving	Advanced

Technical Skills
Business and Financial Acumen
Data Governance
Employee Mobility Management
Human Resource Digitalisation
Human Resources Policies and Legislation
Strategic Workforce Planning
Talent Acquisition Strategy
Workforce Management

TALENT ACQUISITION MANAGER

Sector: **Human Resource**
Job Family: **Talent Acquisition**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Talent Acquisition Manager manages the recruitment activities, ensuring the organization attracts and hires the best talent. They support the development of recruitment strategies, manage the recruitment team, and collaborate with hiring team to meet staffing needs. The Talent Acquisition Manager ensures a smooth and efficient recruitment process while maintaining a positive candidate experience.

Key Tasks
Collaborate with hiring team to understand staffing needs and develop job descriptions.
Conduct interviews and assessments to evaluate candidates' qualifications.
Ensure a smooth onboarding experience throughout the recruitment process.
Ensure compliance with relevant employment laws and regulations.
Manage the recruitment processes and recruitment team, provide guidance and support.
Monitor and analyze recruitment metrics to identify trends and areas for improvement.
Oversee the sourcing of candidates through various channels, including job boards, social media, and recruitment agencies.
Support/implement the development of recruitment strategies to attract top talent.

Core Skills	Level
Communication	Advanced
Digital Literacy	Intermediate
Empathy	Advanced
Initiative	Advanced
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills
Business and Financial Acumen
Data Governance
Human Resource Advisory
Human Resource Practices Implementation
Human Resources Policies and Legislation
Organisational Culture Development
Strategic Workforce Planning
Talent Capability Assessment

TALENT ACQUISITION ASSOCIATE

Sector: **Human Resource**
Job Family: **Talent Acquisition**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Talent Acquisition Associate supports the recruitment activities within an organization. They assist with the recruitment process, maintain candidate records, and provide administrative support.

Key Tasks
Assist in the development and posting of job descriptions on various platforms.
Assist with the recruitment process, including initial candidate screenings, sourcing, and scheduling interviews
Maintain accurate candidate records and documentation.
Maintain recruitment systems and databases.
Provide administrative support for recruitment activities and projects.
Respond to candidate inquiries and provide support throughout the recruitment process.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Digital Literacy	Basic
Initiative	Basic
Planning and Organizing	Basic

Technical Skills
Business Acumen
Data Governance
Digital Marketing and Communication
Human Resource Practices Implementation
Human Resources Policies and Legislation
Selection and Recruitment Management
Talent Capability Assessment

HEAD OF EMPLOYEE RELATIONS

Sector: **Human Resource**
Job Family: **Employee Relations**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Head of Employee Relations develops and leads the employee relations strategy within an organization. They manage employee relation policies, address workplace issues, and foster a positive work environment. The Head of Employee Relations collaborates with senior management to ensure that employee relations practices align with organizational goals and comply with relevant regulations.

Key Tasks
Address complex employee relations issues, including grievances, disciplinary actions, and conflict resolution.
Collaborate with senior management to align employee relations practices with organizational goals.
Develop and implement the organization's employee relations strategy.
Develop and maintain employee relations policies and procedures.
Ensure compliance with labour laws and organizational policies.
Foster a positive work environment through initiatives that promote employee engagement and satisfaction.
Monitor and analyze employee relations metrics to identify trends and areas for improvement.
Uphold and manage a positive relationship with relevant labor unions.

Core Skills	Level
Building Inclusivity	Advanced
Communication	Advanced
Critical Thinking	Advanced
Empathy	Advanced
Initiative	Advanced
Problem Solving	Advanced

Technical Skills
Data Analysis
Diversity and Inclusion Management
Employee Communication Management
Employee Engagement Management
Employee Relationship Management
Human Resource Advisory
Human Resource Policies and Legislation Management
Human Resource Strategy Formulation
Organizational Diagnosis

EMPLOYEE RELATIONS MANAGER

Sector: **Human Resource**
Job Family: **Employee Relations**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Employee Relations Manager manages day-to-day employee relations activities, such as employee concerns, addressing workplace issues, ensuring compliance with organizational policies and procedures while adhering to labor laws and regulations. They handle employee grievances, conduct investigations, and implement policies that promote a positive work environment. The Employee Relations Manager works closely with managers and employees to resolve conflicts and improve employee relations.

Key Tasks
Assist in the development and implementation of employee relations policies and procedures.
Collaborate with Human Resources and other departments to promote a positive work environment.
Conduct awareness sessions on employee relations topics.
Conduct end of contract procedures such as exit interviews.
Ensure compliance with labor laws and organizational policies.
Manage employee relations activities, including handling grievances and conducting investigations.
Mediate conflicts and facilitate effective resolution of workplace disputes.
Monitor employee relations metrics and report on trends and issues.

Core Skills	Level
Building Inclusivity	Intermediate
Communication	Advanced
Critical Thinking	Intermediate
Empathy	Intermediate
Problem Solving	Intermediate

Technical Skills
Data Governance
Diversity and Inclusion Management
Employee Communication Management
Employee Engagement Management
Employee Relationship Management
Human Resource Advisory
Human Resource Policies and Legislation Management
Human Resource Service Quality Management
Organizational Diagnosis

EMPLOYEE RELATIONS ASSOCIATE

Sector: **Human Resource**
Job Family: **Employee Relations**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Employee Relations Associate supports the administration of employee relations activities. They assist with employee grievances, maintain employee records, and provide administrative support in various tasks.

Key Tasks
Assist in monitoring employee relations metrics and preparing reports.
Assist in the employee relations activities such as grievances and disciplinary processes.
Maintain and update employee relations documentation, records and databases.
Provide administrative support for employee relations activities and projects.
Respond to basic employee inquiries regarding policies and procedures.
Support the preparation and coordination of employee relations' training sessions.

Core Skills	Level
Adaptability	Basic
Communication	Intermediate
Digital Literacy	Intermediate
Planning and Organizing	Basic

Technical Skills
Data Management
Employee Communication Management
Human Resource Advisory
Human Resources Policies and Legislation
Learning and Development Programmes Management
Technology Utilization

HEAD OF LEARNING AND DEVELOPMENT

Sector: **Human Resource**
Job Family: **Learning and Development**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Head of Learning and Development develops and leads the organization's learning and development strategy, allocating the budgets for learning and development programs to build capabilities in the organization. The Head of Learning and Development collaborates with senior management to align learning initiatives and strategies with business objectives and fosters a culture of continuous learning and improvement.

Key Tasks
Collaborate with senior management to align learning initiatives and strategies with business goals.
Develop and implement the organization's learning and development strategy.
Develop and manage the financial budget for learning and development.
Ensure compliance with all relevant regulations and standards in learning and development.
Identify and recommend innovative learning technologies and methodologies.
Lead a team of learning and development professionals, providing guidance and support.
Stay updated and recommend best practices and trends in learning and development.

Core Skills	Level
Adaptability	Advanced
Collaboration and Teamwork	Advanced
Communication	Advanced
Initiative	Advanced
Numeracy	Advanced
Planning and Organizing	Advanced

Technical Skills
Budget Management
Business Acumen
Human Resource Analytics and Insights
Human Resource Digitalization
Human Resource Service Quality Management
Learning and Development Programs Management
Learning and Development Strategy
Organizational Change Management
Organizational Diagnosis
Stakeholder Management

PERFORMANCE MANAGEMENT MANAGER

Sector: **Human Resource**
Job Family: **Learning and Development**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Performance Management Manager oversees the performance management process within an organization. They develop performance management systems, set performance standards, and ensure that employees are aligned with the organization's goals. The Performance Management Manager works closely with managers and employees to provide feedback, coaching, and development opportunities.

Key Tasks
Analyze performance data to identify trends and areas for improvement.
Collaborate with Human Resource and other departments to integrate performance management with other human resources processes.
Develop and implement performance management systems and processes.
Identify and address performance issues, providing coaching and development opportunities.
Implement performance standards and ensure alignment with organizational goals.
Provide guidance and support to managers and employees on performance management practices.
Stay updated on best practices and trends in learning and development.

Core Skills	Level
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Critical Thinking	Intermediate
Numeracy	Intermediate
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills
Business Acumen
Conflict Resolution
Data Analysis
Data Governance
Key Performance Indicators Development and Management
Performance Management
Process Optimization

LEARNING AND DEVELOPMENT MANAGER

Sector: **Human Resource**
Job Family: **Learning and Development**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Learning and Development Manager oversees the design, implementation, and evaluation of learning and development programs within an organization. They identify training needs, develop learning and development plans, and ensure that employees have the skills and knowledge needed to succeed. The Learning and Development Manager works closely with managers and employees to support continuous learning and professional development.

Key Tasks
Collaborate with managers to ensure that training programs align with business objectives.
Develop learning and development plans to meet organizational needs.
Ensure compliance with relevant learning and development regulations and standards.
Evaluate the effectiveness of training programs and recommend improvements as needed.
Manage the learning and development budget and resources.
Monitor and analyze training data to identify trends and areas for improvement.
Stay updated and recommend best practices and trends in learning and development.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Initiative	Intermediate
Numeracy	Intermediate
Planning and Organizing	Intermediate

Technical Skills
Business Acumen
Data Governance
Leadership Development
Learning and Development Needs Analysis
Learning and Development Programs Management
Skill Gap Diagnosis
Stakeholder Engagement and Management

LEARNING AND DEVELOPMENT ASSOCIATE

Sector: **Human Resource**
Job Family: **Learning and Development**
Regulator: **N/A**
Licensing Requirements: **N/A**

Job Description

The Learning and Development Associate assists in procuring training programs and documenting learning needs in the organization. They maintain the organization's learning systems and provides administrative support in conducting learning programs, assisting with training logistics and maintaining training records.

Key Tasks
Collect data from line managers about the current competencies of their employees.
Coordinate training logistics, including scheduling, materials, and facilities.
Create and maintain accurate records of training needs.
Provide administrative and coordination support for training impact assessment.
Provide administrative support for learning and development activities.
Stay updated on best practices and trends in learning and development.

Core Skills	Level
Collaboration and Teamwork	Basic
Communication	Basic
Digital Literacy	Intermediate
Initiative	Basic
Literacy	Basic
Planning and Organizing	Intermediate

Technical Skills
Data Collection, Preparation and Management
Human Resource Analytics and Insights
Learning and Development Programmes Management
Performance Management
Learning Needs Analysis