

## Terms of Reference for Human Resource Manager

The Human Resource Manager will lead and direct the functions of the Human Resources (HR) department including recruitment, training, performance appraisal, information system management, employee relations, compensation and benefits administration and enforcing company policies and practices.

### **1. Recruitment and Selection:**

- Maintain up-to-date recruitment progress reports, talent database and all related staffing communication.
- Process all recruitment requests in an effective and timely manner.
- Work with the Dean, AAD & Head-AFD/President to improve faculty recruitment in ways to minimize future faculty personnel problems and turnover.
- Manage orientation programs for staff and also present HR policies and procedures at the faculty orientation; and ensure that all staff and faculty who arrive after the orientation are made aware of relevant policies and procedures.

### **2. Human Resource Information System:**

- Monitor timely update of personnel records (personal details, position, salary, appraisal outcomes, leave records, training and awards).
- Liaise with other departmental heads so as to understand all necessary aspects and needs of HR development, and to ensure they are fully informed of HR objectives, purpose and achievements, and are updated of any new policies/procedures.

### **3. Performance Management System (PMS):**

- Manage staff performance evaluation constructively, and link the results of that process to salary review, performance targets, promotion, training and, where appropriate, termination and replacement of employees.
- In conjunction with the Dean, AAD & Head-AFD/President, assist to establish and maintain a similar process for the evaluation of faculty and other academic personnel.
- Review employee bi-annual feedback and develop/amend any policies/procedures, if deemed necessary.

### **4. Compensation and Benefits:**

- Assist the finance department in payroll administration by providing input with respect to attendance, overtime, increment, special payments, etc.
- Provide information to all employees regarding their entitlements.
- Benefits administration

### **5. Training and Development:**

- Generate policies and procedures for continuous identification of training needs of the staff.
- Organize appropriate training programs for employees.
- Follow up on all training activities and make suggestions for deployment to enhance utility of the human capital of RTC.

## **6. Employee Relations:**

- Handle complaints, disputes and grievances of all employees.
- Foster a conducive working environment through employee relations activities and communication.
- Conduct exit interviews with employees leaving RTC and provide feedback to their supervisors; carry out analysis
- Promote and revise RTC's employee Welfare policy.
- Facilitate and initiate community vitality programs
- Be a role-model to others.

## **7. Rules and Regulations:**

- Review the HR Service Manual on a regular basis and update with any new policies and procedures as per the law of the country, and communicate to employees.
- Revise / Develop SOPs
- Maintain awareness and knowledge of latest HR developments (including visa laws), and communicate to relevant employees.

## **8. Perform any other tasks that may be assigned.**

## **9. Reporting:**

- The Human Resource Manager reports to the Deputy Head of AFD or in his/her absence the Head, AFD.

## **Required skills and competencies:**

- Excellent written and verbal communication skills
- Excellent interpersonal, negotiation and conflict resolution skills
- Excellent organizational skills and attention to detail
- Strong analytical and problem solving skills
- Ability to prioritize task and delegate when appropriate
- Thorough knowledge of employment related laws and regulations
- Ability to act with integrity, professionalism and confidentiality
- Ability to quickly learn the HR system of the organization and understand its policies and management system.