

# JOB DESCRIPTION



## **Job Title: Manager Human Resources & Administration**

**Reports To: Chief Executive Officer**

### **Job Overview**

The **Manager Human Resources & Administration** develops and manages all human resources functions including benefits administration, organization planning and design, recruitment, employee relations, health and safety, training and development, performance management and facilities management in support of NEDCO's Strategic objectives.

### **Responsibilities and Duties**

- Develop NEDCO's Annual HR Plan and Budget and implement all approved programmes and projects with regular reporting to the Chief Executive Officer on progress and outcomes
- Develop and administer programmes, policies and procedures to help align the workforce with the strategic goals of the company and ensure compliance with Industrial Relations requirements
- Utilize the Human Resource Information Systems (HRIS) to implement employee records management, for secure retrieval and storage of current, accurate, employee data and for training records.
- Develop and maintain a manual of policies and standards for human resource functions and core activities aligned with the Values-based Codes of Conduct, for the purpose of standardizing HR procedures and guiding management and staff.
- Develop HR departmental goals, objectives and systems and establish HR departmental measures that support the accomplishment of NEDCO's strategic goals.
- Coach and advise managers and supervisors to implement HR programmes, policies and employee relations practices that continuously improve employee performance and motivation.
- Review and approve management recommendations for performance improvement and/or progressive discipline for poor performing employees.
- Conduct annual employee surveys to collate and analyse employee feedback that informs new HR policies and strategies, and promotes a positive employer-employee relationship.
- Lead the implementation of company health and safety programs, and monitor and report on OSH-related incidents.
- Ensure the organisation's facilities are maintained up to the expected standards and in keeping with established regulations.
- Develop and monitor a corporate training budget and in-house training system that proactively addresses company training needs, including training needs assessments, employee orientation, leadership development and training evaluation.
- Develop recruitment standards and practices necessary to hire and retain an effective workforce and serve on the interview panel for management and executive positions.
- Monitor and evaluate all human resource policies, programmes and practices, and prepare reports on employee and departmental performance to track strategic goal accomplishment and continuously improve HR's effectiveness.

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- Lead projects and process-improvement initiatives to continuously improve HR's effectiveness in areas such as process efficiency, cost control and risk management
- Keep abreast of developments in employment law to ensure compliance in NEDCO's HR practices.
- Research external resources to identify important HR trends and recommend best-practices necessary to continuously improve NEDCO's HR strategies and policies.
- Supervise and coach HR Officers to ensure adherence to quality standards, deadlines and procedures and to correct errors or problems.
- Assist HR Officers in handling difficult or complex problems, and in investigating escalated complaints, disputes or queries.
- Discuss, evaluate and document job performance of direct reports and provide guidance in resolving performance issues

## Qualifications & Experience

- At minimum a Master's Degree in Human Resources, Organisation Development, Management or a related discipline.
- At least seven (7) years post-graduate experience in developing and implementing human resource strategies and projects in a customer service organisation or in a financial institution.
- At least five (5) years managing at a senior level position.
- Demonstrated knowledge of Trinidad & Tobago employment law, benefits administration, organisation planning and design, recruitment, employee relations, safety, employee engagement, performance management and employee development.
- Demonstrated ability to lead and develop HR staff.
- Demonstrated ability to serve as a knowledgeable and confidential resource to executives and managers.
- Proficiency in MS windows including PowerPoint, Word and Excel and knowledge of HRP5

## Competencies

- Advanced written and spoken communication skills.
- Advanced analytical skills.
- Advanced interpersonal relationship building and employee coaching skills.
- Strategic thinking
- Proven leadership skills and experience.
- Customer service.
- Managing performance

### **Submit your applications to:**

*Human Resource & Administration Manager, NEDCO Head Centre,  
#38 New Street, Port-of-Spain.*

All applications must be submitted on the Employment Application Form and should include the name of the position in the subject line of the email and be submitted by no later than

**13<sup>th</sup> August, 2018.**