

Job Title: HR Manager

Job Holder:

Reports to: Chief Human Resources Manager

Grade: I \$71,640- \$94,336

1. JOB PURPOSE

Post holder will deliver assistance to the Chief Human Resources Officer in providing comprehensive Human Resources (HR) guidance, advice and support to Senior Managers, Heads of Sections, and employees on HR matters.

2. DIMENSIONS

The HRM's primary role is to support the Chief HR Manager in providing advice and guidance in relation to the relevant laws, and the Authority's Policy and Procedures Manuals. The Authority's currently consists of 105 staff members. The post holder acts in the capacity of professional advisor and administrator to the Authority, focusing on areas such as recruitment and selection, job specifications, performance management and employee welfare issues.

3. PRINCIPAL ACCOUNTABILITIES

Assist the Chief Human Resources Officer in the provision of professional advice, guidance and service to employees and the Authority in areas of organisational Development, Human Resource Management, Employee Relations and Personnel Administration. Other areas of accountability include:

1. Recruitment Processes:

- Including updating job descriptions, composing job advertisements, liaising with candidates and panel members, assisting with shortlisting and pre-employment testing, scheduling and conducting interviews at appropriate venues, produce packages for the Panel, produce Panel Reports, arranging medicals, conducting background checks and notifying successful and unsuccessful candidates.
- The post holder will ensure that standard recruitment processes and procedures are upheld and enter application information into the HR data base in a timely manner, complying with deadlines and expected timeframes.
- Produce quarterly reports and statistics on recruitment, turnover, promotions and absenteeism.

2. Assists in managing the 'Performance Management' system for the Authority.

- Facilitate training to new Managers and Supervisors in the Performance Agreements and Assessment process. Assists in the creation of Performance Agreements for new staff and ensure that all existing staff has annual Performance Agreements on file by conducting periodic internal HR Audits.
- Records data for department's completions on interim and end of year assessments to provide comprehensive information report to the Chief HR Manager for the strategic HR Plan for the Authority.
- Facilitates conflict resolution within the Authority and provides internal advice and support to managers on issues impacting performance of individuals. Also provides guidance and clarification to employees when needed.

- Benchmarks and establishes processes to continuously improve HR services and products to enhance their value to the Authority and to ensure excellence in service delivery.

3. Employee Administration.

- Including creation of new employee files; maintain/create employment agreement. Create correspondence regarding internal transfers, promotions along with ensuring data entry of employee details in HR system.
- Organize and facilitates Orientation and Induction Training, following up with employees 30 days after commencing work.
- Updates change of circumstances details for HR system / Health Insurance / Pensions along with submit proof of changes to necessary agencies. Ensures updated salaries and allowances are entered in to HR system along with providing employee data and information for employment and salary verification letters.
- Verifies overall the Authority's payroll in accordance with approved salaries/re-assessments/ duties/acting/ promotions/overtime.
- Overall familiarity with the relevant Laws in order to provide guidance to the Authority's staff.
- To work with the Chief HR Officer to ensure workforce information of the Authority is accurate and up to date
- Assist with forecasting manpower requirements to meet short and long term needs and advising on any foreseeable shortages or surpluses while assisting with staffing the Department with the competencies and skills required to achieve objectives.
- Assists with Authority's hurricane preparedness plan and administrative tasks associated with a natural disaster.

5. Training & Development

- Coordinating training and development programs for management and employees, by ensuring that the Authority can meet its present and future needs and those of the individual employees through skill and knowledge enhancement such as supervisory skills, conflict resolution, team building and customer service.
- To support the development of people management skills within the Authority by supporting and coaching managers and staff to ensure a transfer of knowledge, as well as developing and implementing specific HR training across the Authority.
- Assists the Chief HR Officer formulate the overall Training Plan for the Authority.

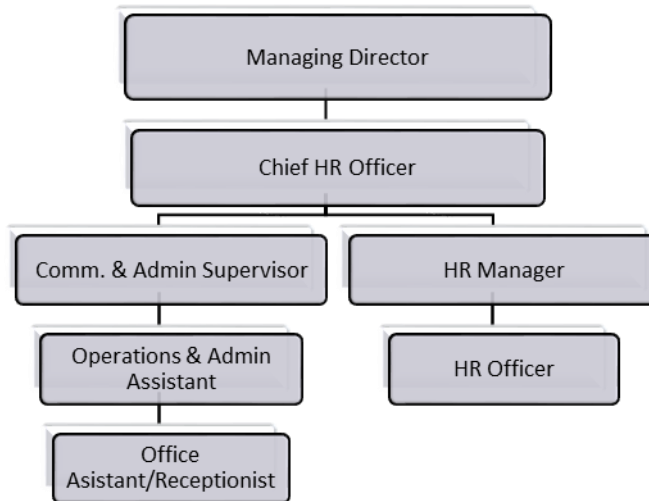
6. Assist with coordination of employee relations, recognition and reward activities and programmes to promote a sense of teamwork, appreciation and value so as to improve employee retention and morale within the Authority, including newsletters, social activities, and long-serving employee's presentations and organize holiday events. Also the post holder will routinely analyze the general welfare of employees on the job and makes recommendations for healthy and safety working conditions.

7. HR Reporting and Audits

- Performs internal HR audits to ensure the Authority is compliant with all relevant laws and policies.
- Advise the Chief HR Officer of any organizational risks arising from human resources management issues, and promote positive ways to address the issues.
- Completing assigned reporting functions involving attendance statistics, and other information as assigned.

8. Acts in the absence of the Chief HR Officer and any other duties within the sphere of competence of the postholder and as required from time to time.

4. ORGANIZATIONAL CHART



5. BACKGROUND INFORMATION

The National Roads Authority is the Statutory Authority responsible for planning design construction and maintenance of all Government roads, car parks and any other projects that may be assigned.

This job is necessary to support all of the HR functions required of the Authority and its Policy and Procedure Manual in accordance with the Labour Law. It is imperative that the Authority has the resources necessary to ensure the provision of effective and efficient HR services.

6. KNOWLEDGE, EXPERIENCE AND SKILLS

Knowledge/Experience:

Post holder must possess a Bachelor's Degree in HR Management or Business Administration with a minimum of five (5) years relevant experience OR an Associate's Degree/Professional HR Certification with a minimum of seven (7) years post-graduate experience in an HR or administration environment.

Skills:

The Post holder must have a good working knowledge of working in an HR Department in a medium to large sized organisation as well as the ability to address and solve a wide range of HR issues. He/she must possess:

- Strong supervisory and organisational skills;
- Meticulous in handling/ recording documents;
- High degree of personal and technical communication skills;
- Ability to bring integrity and impartiality to all tasks, and observe strict confidentiality, while exercising discretion and courtesy;
- Knowledge and use of HR software to record data and generate reports necessary to manage and make business decisions;
- Ability to interpret and apply laws and regulations affecting the HR function of the organisation;
- Proven written and analytical skills.
- Experience using Microsoft Office – Outlook, Word, Excel and Access.

It is essential that the post holder is self-motivated but also able to work as a team member.

Competencies

Delivering the Service – Takes a methodical approach to work, prioritizes tasks effectively, and consistently meets deadlines in order to provide an excellent service.

Improvement & Change – Demonstrates a positive attitude to change and contributes to new ideas and improved ways of working. Looks to continually improve service.

Providing Excellent Customer Service – Maintains a professional approach and presents a positive image to internal and external people when representing self and the NRA. Makes every effort to ensure the experience people have of the NRA is positive and productive.

Team Working – Works well with colleagues inside and outside the team. Looks beyond boundaries of own job to support others, sharing knowledge and contributing to a positive team spirit.

Communicating – Communicates appropriately, openly and effectively.

7. ASSIGNMENT AND PLANNING OF WORK

The post holder is responsible for planning and organising his/her own work as it relates to the day to day operations and within the scope of the job description. Must be able to multi-task and coordinate workload effectively to meet deadlines.

The post holder will assist the Chief HR Officer to identify and allocate to himself/herself projects and activities within the scope of the responsibilities, as laid down in the principal accountabilities and under the supervision of the Chief HR Officer.

Work flow is also generated on a daily basis through attending to staff needs and resolving queries from external agencies. The post holder will be expected to be proactive and demonstrate initiative, but will also operate within guidelines, priorities and timelines agreed with the Chief HR Officer, to whom the post-holder reports directly. The post holder must respond to issues in a timely manner as they arise.

8. SUPERVISION OF OTHERS

Post-holder directly supervises one HR Officer and will in-directly supervise the administrative staff.

9. WORKING RELATIONSHIPS

The post holder will liaise/work closely with all other senior managers, supervisors and staff members in the various sections to provide advice, assistance and make recommendations when necessary. In addition, the post holder will liaise with other government agencies e.g. CINICO, Health Services Authority, Pensions, etc., where appropriate

10. DECISION MAKING AUTHORITY AND CONTROLS

The post holder is expected to make decisions in accordance with the principal accountabilities of the post, any projects assigned and within the overall guidelines established by government regulations and legislation, under the direction of the Chief Human Resources Officer (to whom he/she reports directly).

11. PROBLEM / KEY FEATURES

The position can often be one of significant pressure that presents the post holder with frequent urgent demands, requiring him/her to be flexible in order to manage multiple projects and adjust to changing priorities.

It is essential for the role to remain politically neutral particularly in light of the information handled which is often highly confidential and sensitive in nature. The post holder must appropriately balance the demands of the main areas of responsibility in order to meet the deadlines established under HR management.

Given the nature of the work, HR staff are expected to always set appropriate examples by ensuring compliance with workplace rules, timekeeping, attendance etc.

12. WORKING CONDITIONS

May require post holder to work additional hours. A normal office environment. It is a requirement that the post holder will participate in natural disaster relief efforts and response provisions for the Cayman Islands.

Job Description approved by: _____ **Date :** _____

Job Holder: _____ **Date:** _____
(Print Name in Capital)

Signature: _____ **Date:** _____