



بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ



Pension Office

TERMS OF REFERENCE

Number: TOR-2022/30

Date: 1st September 2022

1. INTRODUCTION

Post: Head of Human Resources

Post Type: Permanent (Initial contract shall be 1 (one) year). The contract will be made permanent on successful completion of one year based on performance.

Department: Human Resources

2. REPORTING RELATIONSHIPS

The Head of Human Resources will report to the Chief Operating Officer (COO).

3. SCOPE OF WORK

- Develop and monitor overall HR strategies, systems, tactics and procedures and policies across the organization and promote awareness on such policies and procedures among the employees.
- Nurture a positive working environment.
- Oversee the daily works of the Department.
- Support current and future business needs through the development, engagement, motivation and preservation of human capital.
- Ensure HR compliance with best practices.
- Assess training needs, develop and deliver the required training programs.
- Ensure that a system is in place to monitor and maintain training records of all employees.
- Report to management and provide decision support through HR metrics.
- Perform the Secretariat responsibilities of the Board's Remuneration and Nomination Committee.

- Perform the Secretariat responsibilities of the HR Committee.
- Maintain and report on workplace health and safety compliance.
- Handle disciplinary procedures and termination in accordance with the organization's policies and procedures.
- Maintain employee and workplace privacy.
- Maintain the work structure by updating job requirements and job descriptions for all positions.
- Support organization by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; and recommending changes.
- Manage a benefits and benefits plan by conducting periodic surveys; scheduling and conducting job evaluations; preparing budgets; and recommending, planning, and implementing benefits structure revisions.
- Ensure planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees; scheduling management conferences with employees; addressing and resolving employee grievances; and counseling employees and supervisors.
- Collaborate with the senior management team in implementing organizational strategies related to people management and bringing the required changes to HR policies and procedures.
- Propose new trends, best practices in people and talent management, new technologies in HR to senior management to maintain a robust talent management strategy.
- Retain historical human resource records by designing a filing and retrieval system and keeping past and current records.
- Perform any other people and talent management related duties as and when required.



4. QUALIFICATIONS AND EXPERIENCE

- Bachelor's Degree in the field of Human Resource Management (Accredited by MQA Level 7) or equivalent Professional Certification in the field of Human Resource Management or any other relevant field.
- Minimum 4 years of work experience in a Managerial role in Human Resources Management or in a relevant field after completion of a Bachelor's Degree
- Demonstrable experience with Human Resources metrics

OR

- Master's Degree in the field of Human Resource Management (Accredited by MQA Level 9) or equivalent Professional Certification in the field of Human Resource Management or any other relevant field.
- Minimum 2 years of work experience in a Managerial role in Human Resource Management or a relevant field after completion of Master's Degree.
- Demonstrable experience with Human Resources metrics

6. DESIRED SKILLS AND COMPETENCIES

- People oriented and results driven.
- Thorough knowledge of employment-related laws, regulations, and HR best Practices.
- Ability to architect strategy along with leadership skills.
- Excellent active listening, negotiation and presentation skills.
- Competence to build and effectively manage interpersonal relationships at all levels.
- Ability to delegate and execute tasks effectively.
- Ability to manage and prioritize multiple tasks/initiatives.
- Ability to deliver to deadlines in the face of challenging obstacles.
- Ability to lead and motivate employees .
- Excellent organizational skills and attention to detail.
- Strong analytical and problem-solving skills.
- Ability to act with integrity, professionalism, and confidentiality.

