

## **JOB DESCRIPTION**

**POSITION: PEOPLE MANAGEMENT CONSULTANT**

### **PRIMARY PURPOSE OF THIS POSITION**

To provide professional people management advice and support to the management and employees of the Bank to enhance optimal people performance.

### **KEY RESULTS AREAS (KPAS)**

#### **1. Customer Relationship**

- Provide ongoing coaching, support and advise to the management and employees on people and HR related issues.
- Provide timeous feedback and maintain professional communication to all stakeholders of the Bank.
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- Proactively address people related issues in the Bank by maintaining close corporate relationship with management and the employees at all levels.

#### **2. Balanced Scorecard Performance Management**

- Ensure the effective communication and implementation of Balanced Scorecard Performance Management system in the Bank
- Ensure that all employees receives, understand and sign their personal BSC contracts
- Provide ongoing coaching, guidance and assistance to the management on BSC performance management process
- Evaluate and audit the BSC performance reviews and appraisals to ensure consistency, fairness and correctness
- Identify the top performers and implement appropriate action plans to further enhance their performance and career in the Bank
- Identify non-performers and assist management to develop personal development plans and monitor their progress on a monthly basis

#### **3. Talent & Career Management**

- Identify employees with talent and potential and recommend them on development programs such as ATP through the established Career Management Committees
- Conduct career guidance to employees and encourage them to be career focus through personal development, outstanding performance and good attitude
- Assist in monitoring and evaluation of the performance of talented employees and implement appropriate retention strategies to minimize the staff turnover rate
- Provide continuous support, coaching and guidance to management on career and talent management interventions and processes to the management

#### **4. Recruitment & Selection**

- Identify the right candidates for the right job through assessments, interviews and employee profiling processes
- Maintain fair and equitable recruitment approach in line with the specific job requirements
- Conduct relevant employment checks on all employees and prepare job offers to the successful candidates
- Proactively, identify the suitable talent from the job market such as educational and tertiary institutions by maintaining relationship with these institutions
- Create a pool of suitable candidates for future employment on data base, CBT and ATP programs to meet the employment demands of the business

#### **5. Disciplinary & Grievances**

- Verify and confirm warnings and monitor improvement of undesirable behavior and misconduct
- Conduct disciplinary hearings in line with laid down procedures and policies
- Conduct employee grievances and counseling and prepare reports with recommendations and action plans for implementation
- Refer difficult and complicated disciplinary, grievance and counseling cases to the respective HR professionals or management

#### **6. Employee Satisfaction & Change Management**

- Assist management to create and maintain conducive working environment in which all employee's talent, potential and skills are maximize to the fullest
- Proactively identify and address any undesirable behavior which is not in line with the Bank's values and ethics
- Conduct employee satisfaction surveys and audits when required, and climate monitoring during Branch visits or through various employee interactions
- Implement various change management strategies and interventions according to the relevant changes in respective Branches or Business Units
- Conduct change management workshops as and when required
- Ensure effective implementation of change and follow-up to address any after change effects

#### **7. Job Design**

- Assist Line Managers in compilation of Job Descriptions and ensure that all JD's are approved by the respective authority
- Conduct Job Evaluation to ensure that all positions on the structure are properly graded
- Assist Line Managers in compilation of job competencies as per assessment tools

#### **8. Routine Administrative functions**

- Conduct staff exit interviews to minimize staff turnover and to retain good performers.
- Manage employee mobility through transfers, promotions and terminations
- Ensure that all letters and other correspondences are correct, signed and send out on time
- Compile relevant reports for all people management interventions on a monthly basis

- Provide input to the policy and procedure formulation and amendments on an ongoing basis
- Monitor staff absenteeism and the leave management process.

#### CORE COMPETENCIES & ATTRIBUTES:

- HR generalist with sound understanding of general Banking
- Good interpersonal relations skills
- High emotional intelligence with a positive attitude
- Able to work well under pressure
- Outstanding communication skills both written and verbal
- Firm, Assertive and Resilient
- High learning agility with big - picture thinking

#### EXPERIENCE/KNOWLEDGE

- At least 7 years general HR experience in Financial or Banking environment
- Computer literacy essential (Word, Excel and PowerPoint)

#### QUALIFICATION

- Diploma/Degree in Human Resources/Behavioural Science