



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.
- 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