

Date: 12 September 2022

JOB PROFILE	
JOB INFORMATION SUMMARY	
JOB TITLE	HR Practitioner (Generalist)
JOB GRADE	
DIRECT SUPERVISOR	Group Chief Human Resources Manager
DIVISION	Strategy and Corporate Affairs
MAIN PURPOSE OF THE JOB	Undertake a wide range of HR tasks such as administration, recruitment and selection, performance assessment, training and development to assist with the smooth and effective delivery of HR Services.
ACADEMIC QUALIFICATIONS	
Minimum	
<ul style="list-style-type: none"> ● Relevant Degree or National Diploma in Human Resources Management. 	
Ideal	
<ul style="list-style-type: none"> ● Honours Degree in Human Resources Management or Industrial Psychology. 	
RELEVANT EXPERIENCE	
Minimum	Minimum time spent in job
<ul style="list-style-type: none"> ● Three years in the private sector. Experience in the industry would be an advantage. 	<ul style="list-style-type: none"> ● Six months to be exposed to the operations of the Naras Group.
KEY RELATIONSHIP INTERFACES <i>(relationships with key parties in work-related issues)</i>	
INTERNAL	EXTERNAL
<ul style="list-style-type: none"> ● All subsidiaries ● Human Resources Department 	<ul style="list-style-type: none"> ● Vendors/Consultants ● Candidates (externally - applying for positions) ● Relevant Ministry ● Network ● Professional Bodies
ADDITIONAL TRAINING OR KNOWLEDGE	
<ul style="list-style-type: none"> ● Excellent knowledge of Labour Legislation and Regulatory Framework, all policies, procedures, and systems of the Naras Group. ● High proficiency level in MS Office and Excel. ● HRM knowledge and skills. ● Valid Driver's License. 	
SPECIFIC ROLE REQUIREMENTS	
<i>(e.g. overtime requirements, extensive travel, dangerous working conditions or locations)</i>	
<ul style="list-style-type: none"> ● Attends all relevant departmental and HR related meetings e.g., recruitment interviews or meetings with vendors. 	
CORE COMPETENCIES AND SKILLS	
<ul style="list-style-type: none"> ● Detail orientation ● Time Management skills ● Ability to show initiative ● Professional conduct (honesty, integrity) ● Adaptability and willingness to learn 	

- Good problem-solving skills
- Ability to work independently but also in a team
- Strong communication skills (verbal and written)
- Emotional intelligence
- Conflict Management skills
- Building trust
- Networking partnering

ORGANIZATIONAL STRUCTURE: see attached.

JOB IMPACT

INTERNAL	EXTERNAL
<ul style="list-style-type: none"> ● The job impact extends to the HR department and influence the Group Chief HR Manager. 	<ul style="list-style-type: none"> ● All external contacts refer to transfer of information and facilitate progress of activities.

A. Finance Sustainability Perspective

MAIN OUTPUTS / KPA's (Weight)

A1. General Administration and HR Data and Analytics

<u>Detailed Description</u>	<u>Measurement</u>
A1.1 Is responsible to update all staff files (inclusive of Managers) and ensure confidentiality is always maintained.	<ul style="list-style-type: none"> ● Completeness, accuracy of information. ● Timeousness of all submissions.
A1.2 Keep complete records on all industrial relation matters, performance appraisal records, disciplinary hearings, grievances, etc. For reference purposes (databases and records).	
A1.3 Keep statistics on labour turnover, number of grievances, disciplinary cases, exit interviews, appointments progress report, etc., and provide feedback to Group Chief HR Manager monthly.	
A1.4 Compile a statistical record of staff movements on monthly basis of all the positions within the Naras Group, as well as the overtime worked per subsidiary.	
A1.5 File all administrative and salary information.	
A1.6 Liaise with relevant Management on a regular basis regarding disciplinary hearings, as well as industrial relations related matters.	
A1.7 Compile all statistics and assist with the complete of the EE report.	
A1.8 Assist with the payroll for the Naras Group as delegated by the Group Chief HR Manager.	

A2. Recruitment, Selection and Placement of Staff (except Management)

<u>Detailed Description</u>	<u>Measurement</u>
A2.1 Ensure that Staff Requisition Forms are completed and approved by Management before recruitment is undertaken.	<ul style="list-style-type: none"> ● Compliance with labour regulations ● Feedback from subsidiaries
A2.2 Compile job advertisements for vacant positions on request by Line Management. Ensure that advertisements are placed internally and externally as in accordance with Recruitment Policy and employment related statutory requirements.	
A2.3 Work with Management in respect of evaluation of applicants' CVs to ensure that the relevant competencies and requirements are met, and that short-listing of candidates is in line with set requirements.	
A2.4 Responsible for interview logistical arrangements.	
A2.5 Initiates references checks of short-listed candidates before or after interview as guided by the Group Chief HR Manager.	
A2.6 Compile and distribute the interview results and evaluation reports for the Paterson C, B & A level positions within a week after the interview is held.	
A2.7 Recommend to the Group Chief HR Manager the most appropriate or suitable candidate for the position.	
A2.8 Prepare employment offers and contracts, using approved templates once a decision has been reached and then notify the successful candidate. Ensure that all employment	

contracts, forms and/or agreements with employees are in line with employment related statutory requirements before they are presented for signing by the employee and the employer representative.	
A2.9 Arrange for relevant testing (e.g., aptitude, typing and computer literacy tests) of applicants before appointments are finalised.	
A2.10 Draft, compile and distribute regret letters for the unsuccessful candidates that have attended the interviews.	
A2.11 Conduct exit interviews of terminated employees and compile an appropriate report, which will be kept on file.	

A3. Learning and Development	
<u>Detailed Description</u>	<u>Measurement</u>
A3.1 Coordinate Compulsory Induction Programmes for the Naras Group for new entrants. Keep complete records and ensure, together with the Chief HR Group Manager that programme is updated and relevant.	<ul style="list-style-type: none"> ● Effective and efficient administration and coordination of L&D efforts. ● Relevant of training interventions for the Group. ● Completeness of onboarding approach.
A3.2 Assist with training needs analysis, sourcing of training/development vendors and appropriate programmes; arrangements of all training interventions, training feedback and compilations of relevant database and records.	

A4. Performance Management	
<u>Detailed Description</u>	<u>Measurement</u>
A4.1 Assist the Group Chief HR Manager with the implementation of the performance management system, especially arrangement for relevant training and development record-keeping, monitoring of implementation and record keeping.	<ul style="list-style-type: none"> ● Time organisation of performance review. ● Updatedness and completeness of all records.
A4.2 Assist, as appropriate, with aspects of career management and talent management and provide timeous feedback. Make proposals on management of under-performers and assist subsidiaries as required.	

A5. Job Descriptions	
<u>Detailed Description</u>	<u>Measurement</u>
A5.1 Assist subsidiaries with keeping all job de3criptions updated. Keep complete databases of all descriptions within the Group.	<ul style="list-style-type: none"> ● Updatedness, completeness of databases.

B. Customer/Stakeholder Perspective

<u>Detailed Description</u>	<u>Measurement</u>
B1. Provide efficient and effective HR services to the Naras Group in line with relevant policies and procedures.	<ul style="list-style-type: none"> ● Responsive tine. ● Feedback from subsidiaries on HR support and feedback on the queries.
B2. Provide customer service to all employees and ensure that queries are dealt with consistently and timely.	
B3. Issue employees with service certificates or letters as and when required for banks/housing loans or as required.	

C. Finance and Compliance

<u>Detailed Description</u>	<u>Measurement</u>
C1. Assist with the development of the HR budget. Identify needs and provide input into sectional budget.	● Accuracy
C2. Assist the Group Chief HR Manager with the monitoring of budget and provide input into analysing variances in area of responsibility.	● Timelines
C3. Liaise with subsidiaries re vacancies to be filled and ensure that all other services requests are budgeted for. Discuss with Group Chief HR Manager continuously.	
C4. Conduct research through various methods on situations as identified by the Group Chief Human Resources Manager.	
C5. Assist with establishing controls for compliance with legislation, regulations, HR policies and procedures.	

D. Human Resources Perspective

<u>Detailed Description</u>	<u>Measurement</u>
D1. Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices and participating in professional societies.	● HR Best Practices promoted with Naras Group.
D2. Collect information from Line Managers on a continuous basis on possible areas where HR could play a more proactive role.	● Improvements to existing processes.
D3. Contribute to team effort by accomplishing related results as needed.	
D4. Assist in the development and integration of HR policies and procedures.	

APPROVAL

COMPLETED BY: (incumbent / line manager/s / subject expert)

Name	Designation	Signature	Date

APPROVED: (1st and 2nd Line Manager and HC)

Name	Designation	Signature	Date Approved

This document requires an update whenever a change in content occurs. Once this document is signed, place one paper copy on the job holder's personal file and forward an electronic copy to the Manager: Human Resources (or his nominated representative) for process monitoring and update purposes.