



Date: 21 September 2023

JOB PROFILE	
JOB INFORMATION SUMMARY	
JOB TITLE	HR Practitioner (Generalist)
JOB GRADE	
DIRECT SUPERVISOR	Group Chief HR Manager
DIVISION	Human Resources
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	
Relevant Degree or National Diploma in Human Resources Management.	
Ideal	
Honours Degree in Human Resources Management or Industrial Psychology.	
RELEVANT EXPERIENCE	
Minimum	Minimum time spent in job
Four years in the private sector. Experience in the industry would be an advantage.	Six months to be exposed to the operations of the Naras Group/KFE/KFP/NIBC/NIBC Cold Store.
KEY RELATIONSHIP INTERFACES <i>(relationships with key parties in work-related issues)</i>	
INTERNAL	EXTERNAL
- All subsidiaries - Human Resources Departments	- Vendors/Consultants - Candidates (externally - applying for positions) - Relevant Ministry - Network of Professionals - Professional Bodies
ADDITIONAL TRAINING OR KNOWLEDGE	
- Excellent knowledge of Labour Legislation and Regulatory Framework, all policies, procedures, and systems of the KFE Group. - High proficiency level in MS Office and Excel. - HRM knowledge and skills. - Valid Driver's License. - Basic financial (budgeting) skills	
SPECIFIC ROLE REQUIREMENTS <i>(e.g. overtime requirements, extensive travel, dangerous working conditions or locations)</i>	
This position sits on the following meetings: Attends all relevant departmental and HR related meetings e.g., recruitment interviews or meetings with vendors.	
CORE COMPETENCIES AND SKILLS	
- 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
- Excellent report writing skills
- Strong administration skills

ORGANIZATIONAL STRUCTURE: see attached.

JOB IMPACT	
INTERNAL	EXTERNAL
● The job impact extends to the HR department and influence the Chief HR Group Manager and KFE Group.	● All external contacts refer to transfer of information and facilitate progress of activities.

A. Financial and Sustainability Perspective

<u>Detailed Description</u>	<u>Measurement</u>
A1. General Administration and HR Data and Analytics A1.1 Is responsible to update all staff files (inclusive of Managers) and ensure confidentiality is always maintained. Keep all leave records as per company and legislative requirements and receive all leave approvals and keep record. A1.2 Keep complete records on all industrial relations 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 on the KFE Group. A1.4 Compile a statistical record of staff movements on monthly basis of all the positions within the KFE Group, as well as the overtime worked per subsidiary. Makes recommendation as required. A1.5 File all administrative and salary information as per laid down requirements. A1.6 Liaise with relevant Management on a regular basis regarding disciplinary hearings, as well as industrial relations related matters. Advise accordingly. A1.7 Compile all statistics and assist with the completion of the EE report for the KFE Group. A1.8 Does payroll for the KFE Group as delegated by the Group Chief HR Manager. A1.9 Ensure all relevant statutory payments are done and liaise with the accountant.	● Completeness, accuracy of information. ● Timeliness of all submissions. ● Adherence to all statutory payments.
<u>Detailed Description</u>	<u>Measurement</u>
A2. Recruitment, Selection and Placement of Staff (except Management) A2.1 Ensure that Staff Requisition Forms are correctly completed and approved by Management before recruitment is undertaken. 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 logistical arrangements for interviews.	● Compliance with labour regulations ● Feedback from subsidiaries

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 interviews have been conducted.	
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. Provide feedback on report outcomes.	
A2.10	Draft, compile and distribute regret letters for the unsuccessful candidates who have attended the interviews.	
A2.11	Conduct exit interviews of terminated employees and compile an appropriate report, which will be kept on file. Highlight import issues as required and discuss with Group Chief HR Manager.	

<u>Detailed Description</u>	<u>Measurement</u>
A3. Learning and Development	
A3.1 Coordinate Compulsory Induction Programmes for the KFE Group for new entrants. Keep complete records and ensure, together with the Group Chief HR Group Manager that programme is updated and relevant.	● Effective and efficient administration and coordination of L&D efforts.
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.	● Relevant of training interventions for KFE Group. ● Completeness of onboarding approach.

<u>Detailed Description</u>	<u>Measurement</u>
A4. Performance Management	
A4.1 Assist the Group Chief HR Manager with the implementation of the performance management system, especially arrangement for relevant training and development, monitoring of implementation and record keeping for the KFE Group.	● Timeous organisation of performance review.
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.	● Updatedness and completeness of all records.

<u>Detailed Description</u>	<u>Measurement</u>
A5. Job Descriptions	
A5.1 Assist the KFE Group with keeping all job descriptions updated. Keep complete databases of all descriptions within the KFE Group.	● Updatedness, completeness of databases.

<u>Detailed Description</u>	<u>Measurement</u>
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A6. Industrial Relations A6.1 Coordinate and take part in disciplinary cases as assisted by Labour Consultant and update Group Chief HR Officer on outcome of all IR-related activities. Submit relevant report monthly. Liaise as and when required with shop stewards and proactively inform Group Chief HR Officer on any issues.	● Updatedness, completeness of databases.
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B. Customer/Stakeholder Perspective

<u>Detailed Description</u>	<u>Measurement</u>
B1 Provide efficient and effective HR services to the KFE Group in line with relevant policies and procedures.	● Responsive time.
B2 Provide customer service to all employees and ensure that queries are dealt with consistently and timely.	● Feedback from subsidiaries on HR support and feedback on the queries.
B3 Issue employees with service certificates or letters for banks/housing loans or as required.	

C. Finance and Compliance Perspective

<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 the budget and provide input into analysing variances in area of responsibility.	● Timelines.
C3 Liaise with KFE Group 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 and provide feedback.	
C5 Assist with establishing controls for compliance with legislation, regulations, HR policies and procedures.	
C6 Assist the Group Chief HR Manager with the compilation of relevant HR reports for Board meetings quarterly.	

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. Make recommendations to the Group Chief HR Manager.	● Improvements to existing processes.
D3 Contribute to team effort by accomplishing related results as needed and by performing relief duties or other value-adding tasks as and when required.	
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: (1 st and 2 nd 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.