



JOB SPECIFICATIONS FOR SENIOR MANAGER – HUMAN RESOURCES

I. EMPLOYEE SPECIFICATIONS

Education: At least a Master’s Degree from a recognized university in Human Resources Management or a related Behavioural Science field of study such as Industrial Psychology.

Experience: At least ten (10) years of human resources experience in a unionized environment with a minimum of five (5) of these years in a senior human resources role.

Knowledge:

- Proficient in interpreting SLASPA’s human resource and other pertinent policies, Labour Laws, Collective Agreements and other relevant legislation.
- Sound knowledge of Saint Lucia’s Labour Act (2006) and its amendments.
- Thorough knowledge of grievance and conflict resolution procedures.
- Sound knowledge of collective bargaining procedures.
- Knowledge of SLASPA from a global perspective and its relationship with other stakeholders.
- Knowledge of human resources principles and best practices, including occupational health and safety standards.

Skills:

- Excellent leadership and management skills.
- Strong skill in mediating workplace disputes.
- Excellent analytical, interpersonal and customer service skills.
- Excellent written and oral communication skills.

- Proficiency in Microsoft Office applications (such as Word, PowerPoint and Excel).
- Strong organizational and prioritization skills.
- Strong change management, presentation, facilitation and influencing skills.

Abilities:

- Ability to manage multiple tasks and priorities with competing deadlines.
- Ability to work independently in stressful situations.
- Ability to function well within a team environment.
- Demonstrated track record of effectively addressing sensitive and/or stressful situations and information with tact, discretion and strict adherence to confidentiality requirements.
- Ability to delegate work assignments and monitor the achievements of those tasks.
- proven ability to relate well to other people in a wide range of contexts and levels; as well as working collaboratively and building positive relationships with a range of stakeholders.
- Ability to innovate and apply HR best practices in a unionized environment.

Personal Qualities:

The incumbent must be confidential, detail-oriented, mature, responsible, respectful, ethical, goal oriented and highly motivated.

II. REPORTING AND ORGANISATIONAL RELATIONSHIPS

Reports to: General Manager / CEO

Supervises: Directly: Manager-Employee Relations, Manager-Health, Safety and Environment, and Human Resources Assistant
Indirectly: Human Resources Officers

Liaises with: **Internally** All SLASPA Personnel

Externally Labour Department, National Insurance Corporation, Various Service Providers and Stakeholders

III. JOB DESCRIPTION

Job Summary The Senior Manager – Human Resources leads the overall provision of all human resources services, policies and programs for the entire organization to attract, develop and retain a dynamic team of competent employees. In addition, the incumbent is responsible for strategic human resources planning and developing human resources, health, safety and environment programs that are aligned with the Authority’s overall strategic plan.

Responsibilities:

The core responsibilities include but are not limited to the following:

Human Resources Strategy and Change Management

- Develops strategic human resources, health, safety and environment plans and programs in support of the achievement of the Authority’s strategic goals and objectives.
- Leads the implementation of all human resources plans and programs and constantly recommends improvements for the provision of excellent human resources services.
- Develops change management implementation strategies for the successful execution of human resource change initiatives to reduce resistance and foster positive acceptance of changes.

Human Resources Team

- Manages HR staff in order to create an effective team that provides outstanding levels of customer service to all departments and staff.
- Encourages training and development of HR staff, including the creation of individual development and performance improvement plans.
- Establishes and monitors department metrics to ensure that the department is supporting the Authority’s strategic initiatives, and provides needed reports to management.
- Advises, coaches and supervises the human resource staff for the effective performance of their duties;
- Sets performance objectives for direct reports and prepares timely performance appraisal reports using the approved appraisal form to assess the employee’s performance against the objectives set;

Human Resources Information Systems (HRIS)

- Manages the effective utilization of all human resources technology systems and programs, including the HR sections of the Authority's intranet.
- Recommends new information systems and improvements that enable the provision of efficient HR services.

Employee Development

- Manages the development and implementation of a training plan for the Authority for the delivery of programs that are tailored to address the specific skill gaps of staff at all levels.
- Leads the development and implementation of succession plans to maintain appropriate staffing levels and ensure continuity of work.
- Leads the development and maintenance of an effective performance management system that includes performance improvement plans and employee development programs to align with the overall corporate and department objectives.

Recruitment and Selection

- Develops an overall recruitment strategy for the identification and selection of competent employees.
- Collaborates with all heads of departments to shortlist and agree on the recruitment process to be utilized to fill vacant positions.
- Monitors the effectiveness of the overall recruitment strategy and makes recommendations for appropriate changes in order to ensure objectives are met.

Employee Relations

- Partners with management to mediate workplace disputes and ensure grievances are addressed effectively and in a timely manner.
- Formulates, recommends and maintains HR policies and procedures.
- Partners with management to communicate HR policies, procedures, programs and laws to staff.
- Recommends, develops and maintains employee relations practices necessary to establish a positive employer-employee relationship and promote a high level of employee morale and motivation.
- Advises senior managers, supervisors and staff of the Authority's Disciplinary Guidelines and procedures for the implementation of appropriate disciplinary action when necessary.
- Leads the administration and negotiation of union contracts.

- Meets with the relevant Trade Unions to resolve disputes and grievances and gain support for the implementation of new policies, programs and procedure.

Compensation and Benefits

- Maintains, recommends and monitors the Authority's wage and salary structure and pay policies with the desired outcome of addressing and preventing anomalies and ensuring that the staff is appropriately compensated.
- Recommends, maintains, and monitors employee benefits with the desired outcome of employee satisfaction within cost containment guidelines.
- Assists in the selection and supervision of the Authority's insurance broker and carrier for the group medical and pension plans to ensure the provision of excellent benefits and services.

Compliance

- Monitors staff adherence to all human resources policies, procedures and guidelines and maintains consistency in the application of the same.
- Continuously reviews, recommends and implements amendments to HR policies, programs, and practices to ensure that they support the achievement of the Authority's strategic goals, and keeps management informed of any new developments and trends.
- Keeps executive management abreast of changes in the laws that impact the Authority and makes recommendations for adherence to the same.
- Collaborates with SLASPA's Legal Officer on all human resources matters which require legal advice to ensure that all human resource practices are in keeping with prevailing legislation and to protect the Authority against legal claims.

Organization Development

- Designs, directs and manages organization development that addresses issues such as succession planning, talent management and change management.
- Partners with the Business Development and Corporate Communications Department to communicate information to employees via various media, including the intranet, staff meetings and social media and obtain feedback through a variety of avenues such as employee satisfaction surveys.
- Directs a process of organizational planning that evaluates the Authority's organization structure, job design, and conducts human resources

forecasting and takes relevant action to maintain appropriate staffing levels.

- Identifies and monitors the Authority's culture so that it supports the attainment of the Authority's objectives.

Other

- Performs all other related duties as may be assigned from time to time by the Head of the HR Department.