

JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
Job Title:	Human Resource Officer – Employee Development	Direct Reports:	Nil
Reports to:	Manager - Talent Management, Development & Culture	Internal Contacts:	All Employees
Department:	Human Resources	External Contacts:	Training and Development Facilitators, Educational Institutions, HR Associates, Unions, Stakeholders
Classification	Grade 9	Revised	July 16, 2024

JOB SUMMARY:

The Human Resource Officer - Employee Development, will be responsible for managing and supporting various human resources functions including recruitment, employee relations, performance management and compliance with labor laws. This role requires a strong understanding of learning and development principles, as well as excellent communication and organizational skills to support the Authority’s growth and professional development.

DUTIES AND RESPONSIBILITIES

1. Recruitment and Staffing

- Oversee job postings, resume screening and initial interviews.
- Coordinate with Department Heads to understand hiring needs and job specifications.
- Manage the onboarding process for new hires, including orientation and paperwork

2. Training Program Development:

- Assists with the development and implementation of comprehensive training programs aligned with organizational goals and employee development needs.
- Identifies training priorities and coordinate professional development programs, through collaboration with department heads and performance appraisal outcomes.
- Organize and facilitates training sessions and workshops.
- Utilizes various learning methods (e.g., workshops, online modules, on-the-job training) to cater to diverse learning styles.

3. Career Development Initiatives:

- Facilitates career development planning sessions for employees to identify career goals and create personalized development plans.
- Implements strategies to support career progression and succession planning within the organization.
- Provides guidance and resources to employees seeking opportunities for skill enhancement and career advancement.

4. Performance Management Support:

- Assists in the development and implementation of performance appraisal systems.
- Provide support for performance management processes and address performance-related issues.
- Collaborates with HR and departmental managers to integrate employee development initiatives with performance management processes.
- Assists in setting SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals and objectives that align with professional development plans.
- Monitors and evaluate the effectiveness of development plans and adjust strategies as needed to optimize employee performance.

5. Employee Engagement and Feedback:

- Address employee enquiries and concerns in a timely manner
- Assists with mediation and conflicts and provide guidance on workplace issues.
- Promote a positive work environment and foster employee engagement.
- Conducts surveys and gathers feedback to assess training needs and program effectiveness.
- Develops strategies to enhance employee engagement through development opportunities and recognition programs.
- Fosters a culture of continuous learning and improvement to promote employee satisfaction and retention.

6. Learning Resources Management:

- Manages and maintains learning resources, including online learning platforms, training materials, and external training vendors.
- Evaluates and recommends training vendors and resources that align with organizational needs and budget constraints.
- Monitors training budgets and expenditures, ensuring cost-effective use of resources.

7. Compliance and Reporting:

- Utilize HR software and systems to manage data and generate reports.
- Analyze HR metrics and provide recommendations for improvements.
- Ensures compliance with legal requirements and company policies related to training and development activities.

- Prepares reports and metrics on training participation, outcomes, and return on investment (ROI) for senior management.
- Stays updated on industry trends and best practices in employee development to recommend innovative solutions.

8. General:

- Assists the Supervisor with the Reward and Recognition process and champions its implementation.
- Performs any other related duties as assigned by the Supervisor from time to time.

9. Qualifications:

- Bachelor’s degree in Human Resource Management plus one (1) year relevant working experience.

10. Knowledge, Skills & Abilities:

- Demonstrates a high level of confidentiality, competency and professionalism at all times
- Proven experience in designing and implementing employee development programs, preferably in a HR capacity.
- Knowledge of and proficiency in technological innovative tools.
- Strong knowledge of learning theories, training methods, and adult learning principles.
- Excellent organizational and project management skills, with the ability to manage multiple initiatives simultaneously.
- Exceptional communication and interpersonal skills, with the ability to collaborate effectively with employees at all levels.
- Proficiency in learning management systems (LMS) and other training-related software.

SIGNATURE

I confirm that the requirements of this job description were discussed with me and I understand what is expected of me.

Employee’s Name : _____

Employee’s Signature : _____

Date : _____
