

## JOB DESCRIPTION

POSITION IDENTIFICATION		FUNCTIONAL RELATIONSHIPS	
<b>Job Title:</b>	Manager – Human Resource Services (MHRS)	<b>Direct Reports: 3</b>	<ul style="list-style-type: none"> <li>• Human Resource Officer – Compensation Administration (HROCA)</li> <li>• Human Resource Officer – Benefits Administration (HROBA)</li> <li>• Human Resource Officer (South) (HROS)</li> </ul>
<b>Reports to:</b>	Senior Manager – People & Culture	<b>Internal Contacts:</b>	All Employees
<b>Department:</b>	Human Resources	<b>External Contacts:</b>	<ul style="list-style-type: none"> <li>• Trade Unions</li> <li>• The Labour Department</li> <li>• National Insurance Corporation</li> <li>• St. Lucia Employers’ Federation</li> </ul>
<b>Classification</b>	Grade 6	<b>Revised</b>	July 16, 2024

### JOB SUMMARY:

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The Manager of HR Services, will be responsible for overseeing and managing the day-to-day operations of the HR department, ensuring efficient and effective delivery of HR services to employees and stakeholders. This role requires strong leadership skills, a deep understanding of HR functions, and the ability to streamline processes to support organizational goals.

### PRINCIPAL DUTIES AND RESPONSIBILITIES

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#### 1. HR Operations Management:

- Oversees all aspects of HR operations, including but not limited to payroll, benefits administration, HRIS management, and employee records management.
- Ensures compliance with all relevant laws, regulations, and company policies related to HR operations.
- Streamlines HR processes and procedures in collaboration with Supervisor, to improve efficiency and effectiveness.

#### 2. Employee Relations:

- Serves as a point of contact for employee inquiries and issues related to HR policies, benefits, and employment matters.
- Addresses employee concerns and grievances in a fair and timely manner, ensuring confidentiality and sensitivity.
- Serves as a representative on the Disciplinary Panel as and when required.

- Coaches, supervises and monitors the work of the direct reports in all duties performed through the assignment of work, constant review, dialogue and guidance, to ensure that the established performance objectives are achieved.

### **3. HR Policies and Procedures:**

- Develops, implements, and enforces HR policies and procedures in alignment with organizational goals and legal requirements.
- Reviews policies as required in keeping with new HR trends and best practices.
- Keeps policies updated and communicate changes to employees and management as necessary.

### **4. Recruitment and Onboarding:**

- Collaborates with Manager – Talent Management, Development & Culture to support the recruitment process.
- Assists in the facilitation of smooth onboarding processes for new recruits, ensuring they are welcomed and integrated into the Authority.

### **5. Performance Management:**

- Supports performance management processes, by establishing annual performance objectives with each direct report.
- Conduct one-to-one feedback sessions and end of year performance assessments, including goal-setting, performance reviews, and feedback mechanisms.
- Collaborates with the Manager – Talent Management, Development & Culture to provide guidance and training to managers and employees on performance management best practices.
- Identifies training needs for direct reports to enhance employee skills and competencies.

### **6. HR Reporting and Analytics:**

- Compiles and analyzes HR metrics and data to support decision-making and strategic planning.
- Prepares regular reports for management on HR activities, trends, and insights

### **7. General:**

- Assists with the preparation of the Budget for the Department.
- Assists with the implementation of the Rewards & Recognition Programme for the Authority.
- Performs any other related duties given by the Supervisor from time to time.

## 8. **Qualifications:**

- Bachelor's Degree in Human Resource Management plus three (3) years relevant working experience.

## 9. **Knowledge, Skills & Abilities**

- Demonstrates a high level of confidentiality, competency and professionalism at all times
- In-depth knowledge of HR functions and best practices, including employment laws and regulations.
- Strong leadership and management skills, with the ability to lead a team and collaborate effectively across departments.
- Excellent communication and interpersonal skills
- Proficiency in HRIS and other HR-related software applications.
- Advanced knowledge of and proficiency in technological innovative tools.
- High degree of personal and professional integrity and honesty.