



JOB DESCRIPTION

POST NUMBER:	306943
JOB TITLE:	Human Resource Development and Performance Management Officer
JOB LEVEL:	GMG/SEG 2
DIVISION: Administration	Human Resource Management and
REPORTS TO:	Director, Human Resource Management and Development (GMG/SEG 3)
DIRECT REPORTS:	None

JOB PURPOSE:

Under the direct supervision of the Director, Human Resource Management and Development, the Human Resource Development and Performance Management Officer will contribute to the efficient operations of the Human Resource Management and Development Unit by supporting the implementation of the relevant plans, programme and initiatives.

The incumbent is also responsible for managing the implementation and maintenance of a Performance Management Appraisal System within the Authority as well as ensure that all matters relating to training and development of staff are adequately addressed.

KEY OUTPUTS

- Human Resource Management Manual, Policies and Procedures
- Annual Budget (Unit) and Operational Plan established
- Recruitment and Selection Process coordinated
- Employee Benefits and Welfare Programmes
- Performance Management Appraisal System established
- Employee Orientation Programme coordinated
- Rewards and Recognition Programme administered
- Staff Training and Development Programmes
- Restructuring/Development of the organisation
- Job Descriptions to include performance criteria and key outputs
- PMAS communication (reminders, notices etc.) disseminated

- PMAS documents (manuals, handbooks, templates, policies, procedures) circulated
- PMAS training and coaching sessions conducted/coordinated
- PMAS databases managed and updated
- Incoming and outgoing correspondence processed

PERFORMANCE CRITERIA

- Duties performed in keeping with provisions of the Staff Order, CLA's Staff Manuals
- Letters and reports are prepared within timeline agreed and within agreed format
- Employee's information submitted to payroll and external agencies/ organizations with the stipulated timeframe
- Professionalism, confidentiality, integrity and dependability are displayed in the conduct of duties
- Stipulated deadlines, targets and quality standards are consistently met
- System utilised to evaluate level of effective for training programme
- Plans are prepared in the appropriate format, within agreed timeframe and supports the established objectives of the PMAS and the specific needs of the Authority
- PMAS documents, guidance and training provided in accordance with the established principles
- Timeliness and clarity of PMAS communications as stipulated by PMAS policy
- Technical support provided in accordance with PMAS guidelines
- Percentage and accuracy of job descriptions prepared/developed
- Professionalism, confidentiality, integrity, dependability and tact are displayed in the execution of duties

JOB RESPONSIBILITY

1. To manage the Performance Management and Appraisal System with a view to facilitate performance improvement

- Coordinates and delivers sensitization sessions on Performance Management and Appraisal System to ensure awareness
- Provides coaching, guidance and information on PMAS related issues to all staff including managers and supervisors
- Develops/reviews customized manuals and forms for the Authority in keeping with established guidelines
- Reviews Unit plans and individual work plans to ensure quality of content and alignment with Operational Plans
- Monitors compliance and general adherence to the PMAS policy and recommends appropriate strategies to mitigate gaps
- Contributes to the development of draft PMAS status reports
- Facilitates the appeal process of PMAS
- Develops and maintains PMAS database

2. To support organizational development initiatives within the Authority

- Develops and reviews output focused job descriptions for each position

- Assists in developing and reviewing out-put focused Job Descriptions and Terms of References
- Assists in preparing submissions for restructuring and reclassification of posts

3. To support professional conduct and other development initiatives through research, training, recruitment, rewards and recognition programmes

- Assists in the preparation of Performance Reviews in relation to the Authority's Corporate Plan, Budget, Operational Plan
- Contributes to the preparation of monthly, quarterly report and annual reports
- Ensures the validity of the monthly attendance report done
- Conducts the shortlisting of applicants
- Prepares interview scoresheets
- Prepares letters to request referee reports, vetting/background checks and provides follows up with requests to ensure completion of reports
- Provides information and advice on Human Resource Management issues to staff and ensures effective communication with all staff to maintain an ethical, professional and transparent working relationships, where appropriate
- Recommends changes to the Authority's Human Resource policies and procedures
- Participates in HR projects as required by the Director, Human Resource Management and Development to include research as well as the preparation of documents and implementation of recommendations agreed to
- Conducts investigatory meetings into alleged professional misconduct, grievance or employee relations matters and prepares outcome reports for the requisite action to the Director, Human Resource Management and Development
- Coordinates staff training, and development based on organisation needs assessment findings
- Monitors and evaluates the effectiveness of training programmes
- Coordinates and processes documentation relating to employee appointments, promotions, transfers, terminations and retirements
- Administers the Authority's reward and recognition programme
- Co-administers surveys and employee of the quarter and year to all staff
- Co-ordinates and monitors the testing and interviewing of candidates
- Co-ordinates orientation sessions and ensures that resources are adequate to facilitate successful outcome
- Ensures the validity of credentials and the creation of personal files for new recruits
- Provides effective leadership to direct reports through the establishment of performance targets, succession planning, effective communication etc.
- Conducts performance evaluation assessments of direct reports and makes appropriate recommendations
- Develop and administers performance improvement plans and initiatives for staff
- Identifies training that are relevant to the organization and makes recommendations
- Assists the Director, Human Resource Management and Development with the management of the Unit
- Liaises with customers (internal and external), government ministries, department, agencies and private sector organization
- Initiates performance incentives and disciplinary action

- Performs other related duties as assigned from time to time by the Director, Human Resource Management and Development

JOB DIMENSIONS (AUTHORITY, SCOPE AND IMPACT OF JOB)

- Recommend content of general PMAS communication within the Authority
- Recommend approaches to the execution of PMAS interventions
- Recommend PMAS related procedures specific to the Authority
- Recommend strategies for improved performance within the Authority
- Recommend staff leave, training, appointments, transfers and promotion
- Recommend changes to Human Resources policies and procedures, Orientation Programme and Training Programme

KEY COMPETENCIES

- Oral Communication
- Written Communication
- Customer and Quality Focus
- Teamwork and Communication
- Strong analytical and problem-solving skills
- Excellent interpersonal skills
- Knowledge of GOJ human resource policies and procedures would be an asset
- Knowledge of Human Resource Policies and Procedures, Staff Orders, etc.
- Proficiency in Microsoft Office
- Excellent planning and organizing skills
- Good knowledge of interviewing techniques

QUALIFICATION & EXPERIENCE REQUIREMENTS

- Bachelor's degree in Human Resource Management, Public Administration or any other related field
- At least 2–3 years' experience in Human Resource Management

WORKING CONDITIONS

- May be required to work long and unscheduled work hours to meet critical deadlines, including on weekends and public holidays.
- **A valid driver's licence and ownership of a motor vehicle is required for this post.**

VALIDATION

This document is validated as an accurate and true description of the job when agreement is signified below.

Approved by: *Chief Executive Officer*

Signature: _____

Date: _____

Received by:

I have received, read and fully understand the requirements of the job as outlined.

Signature: _____

Date: _____