

JOB DESCRIPTION

JOB TITLE	MANAGER: HUMAN RESOURCES AND AUXILIARY SERVICES
ROLE MISSION	To provide the full range of human resource services to the whole organization, as well as supervising the 'front of house' functions such Reception & General Enquiries. The incumbent is a member of the organizations management committee, comprising the managers: Investigations, Support & Development as well as the General Managers and EM.
ORGANISATIONAL STRUCTURE REPORT TO DIRECT REPORTS (first level) NUMBER OF REPORTEES (second level)	Executive Manager HR Officer, Receptionist, General Assistant and Cleaning Assistant. Records Management Clerk, Driver, Mailing and Filing Clerk.
REQUIRED MINIMUM QUALIFICATION / EXPERIENCE	Degree in HR / Public Administration with 5 years relevant experience (3 years in middle management) Knowledge of corporate services
JOB GRADING LEVEL	D1
REQUIRED COMPETENCIES	<ul style="list-style-type: none"> • Planning and organizing skills; • Strategic solution development • Problem solving and decision-making skills; • Ability to interpret and apply policies; • Computer literacy (MS office); • Analytical and problem solving skills;

- Effective verbal, written and listening communications skills;
- Ability to communicate effectively;
- Stress management skills;
- Time management skills;
- Excellent report writing skills;

KEY PERFORMANCE AREAS

NO.	KEY PERFORMANCE AREAS (MAJOR ACTIVITIES / RESPONSIBILITIES)	INPUT (METHODS USED)	OUTPUT (EXPECTED RESULTS)
1.	Maintains and enhances the organization's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices.	<ul style="list-style-type: none"> • Scheduling management conferences with employees; • Hearing and resolving employee grievances; counselling employees and supervisors • Preparing, updating, and recommending human resource policies and procedures. • Designing a filing and retrieval system; keeping past and current records. • Attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies • Counselling and disciplining employees; planning, monitoring, and appraising job results. 	
2.	Personnel human resource management	<ul style="list-style-type: none"> • Updating job requirements and job descriptions for all positions. • Establishing a recruiting, testing, and interviewing program; 	

		<ul style="list-style-type: none"> • Coaching managers on candidate selection; conducting and analyzing exit interviews; recommending changes. • Conducting periodic pay surveys; • Scheduling and conducting job evaluations; preparing pay budgets; • Monitoring and scheduling individual pay actions; recommending, planning, and implementing pay structure revisions • Ensures planning, monitoring, and appraisal of employee work results by training managers to coach and discipline employees • Ensure that all required checks are performed(ITC, disciplinary actions, etc.) and reported correctly 	
3.	Management of Human Resource Development	<ul style="list-style-type: none"> • Develop an annual human resource development plan (Skill Development Plan) • Monitor the effectiveness of training and development programmes 	
4.	Manage records systems	<ul style="list-style-type: none"> • Establish filing system and record all budget commitments • Supervise the establishment, maintenance and review of record keeping/archive systems & procedures 	
5.	Oversee the appointment of sheriffs, Deputies sheriffs, acting sheriffs and Ad Hoc	<ul style="list-style-type: none"> • Ensure that adequate systems and processes are in place for the effective and efficient administration of the deputy appointment process. • Ensure compliance to all requirements i.t.o. the SOP • Oversee the application process. • Liaise with DoJCD 	

		<ul style="list-style-type: none"> • Oversee HR File opened and Unique code be given. • Ensure that all required checks are performed(ITC, disciplinary actions, etc.) and reported correctly • Check and signoff documentation prior to submission for approval • Ensure that approved documentation are submitted to the required stakeholders (Communicate to court support/ non –support of appointment, sheriff etc.) 	
6.	Plan, prioritize, assign, supervise, and review the work of staff responsible for providing HR and Auxiliary services within the organization	<ul style="list-style-type: none"> • Select, train, motivate, and evaluate staff • Coordinate staff training; • Work with employees to correct deficiencies • Implement disciplinary and termination procedures. 	
7.	Contribute to annual budgeting process	<ul style="list-style-type: none"> • Draft annual budgets for capital & operational resources to service functions in unit & organisation • Consult with Manco to determine administrative resource needs of organisation 	
8.	Manage staff	<ul style="list-style-type: none"> • Supervise staff in reception and admin functions to ensure effective service delivery 	
ROLE DEFINITION			SIGNATURES
AGREED BY INCUMBENT :			
AGREED BY MANAGER:			
DATE:			