



HEAD OF HUMAN RESOURCES AND SHARED SERVICES

JOB PURPOSE: The Head of the Human Resources and Shared Services is responsible for providing an efficient and effective platform of support services to aBi in the form of Human Resource Management, Development and administrative services so that aBi is sufficiently resourced and supported in order to efficiently meet its strategic objectives. In addition the HHR&SS is responsible for ensuring that aBi recruits staff of adequate skills levels and capacity and that there is a positive and engaged staff who are competitively remunerated, and who are developing their skills through training and demonstrating high levels of career motivation. Staff welfare, training, career development and occupational health are vital aspects of the role.

REPORTS TO: Chief Operations Officer – Corporate Services

SUPERVISES: Human Resources & Administration Officer and Administration & Logistics Officer

SCOPE OF RESPONSIBILITIES

Area of Responsibility	Action Steps	Success Criteria/Measures
<p>Strategic Planning</p> <p>To contribute to the development strategies that are aligned to and support the achievement of aBi overall goals and objectives resulting in effective implementation,</p>	<p>Conduct a human resource needs analysis to determine the strategic requirements of aBi to facilitate the implementation of appropriate human resources strategy that supports organisational success.</p>	<ul style="list-style-type: none"> • Development of HR strategy and resourcing plan • HR Operational plan in place and regularly monitored for achievement with a strong service delivery orientation.
	<p>Review and analyse the Business Plan and Annual Work plan in order to develop and implement an HR operational plan</p>	
	<p>Ensure that aBi has the required internal capacity and structures that support and facilitate the achievement of overall objectives (manpower/ head count/ skills and capacity)</p>	

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contributing to organizational success	Review learning from aBi projects and other actors so as to inform the development of organizational learning strategies resources that enable aBi to respond to changing work environment	<ul style="list-style-type: none"> • 3 year staff salary survey exercise carried out • Ensure team building activity exercises are carried out annually
	Periodically review aBi's total remuneration policies and practices to ensure that staff are adequately rewarded and paid in an accurate and timely manner	
HR Systems Policies and Procedures Ensure that the Human Resources policies and procedures are in place and that they are consistently applied throughout the organization and are aligned and communicate the values of aBi	Periodically review and update HR policies and procedures to ensure relevance, compliance to current legislation and applicability to daily operations.	<ul style="list-style-type: none"> • Procedure and practices are aligned and reflected by a clean audit • Adaptation of changed laws and best practice with aBi's practices • Up to date policies with a legal review of the HR manual annually and an improved rating on risk assessment • Reports to HRC quarterly on all HR related issues
	Review and research HR best practices and keep up to date on employment laws and guidelines for relevance to aBi's operations	
	In liaison with risk and compliance review and analyse areas of risk / exposure within the HR and Shared services areas and develop interventions to address them	
	Ensure that aBi HR are compliant with Uganda regulations (Law, NSSF, PAYE, etc.), and assist in periodic audits.	
	In liaison with communication team, implement communication strategies that result in creating a culture and an appreciation of knowledge and knowledge in relation to aBi's HR policies and procedures.	
Talent Management Ensure the development and implementation of an organisation-wide Learning & Development strategy, that will results in aBi staff being equipped with the skills and	In liaison with the HOD's review strategic documentation so as to identify critical, competencies, skills, gaps and needs in order to develop a responsive manpower plan	<ul style="list-style-type: none"> • Developed and operational L&D strategy; including an operational career development framework. • Exit interviews conducted to establish reasons for leaving and then used to improve HR strategy of the organisation. •
	Lead in the development and implementation of appropriate, relevant and cost-effective innovative strategies to meet staff L&D needs; including the development of tools and systems that measure and monitor the impact of L&D interventions on internal capacity achievement	

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<p>knowledge necessary for full performance in their</p>	<p>Conduct an independent market research, market trends on sector rewards/ salaries practice to inform the development of aBi's reward and remuneration packages in driving to retain talent .</p> <p>Monitor employee turnover and HR data in order to identify aspects that impact retention and incorporate findings to manpower and talent management efforts</p> <p>Work with senior management to develop their own learning and career development plans; feeding the results into top level succession planning; ensure that similar services are provided to the whole organisation.</p>	
<p>Performance Management</p> <p>Ensure that aBi has a performance management framework that facilitates the achievement of strategic objectives by building a fully engaged and highly skilled workforce</p>	<p>Lead the, development, implementation & maintenance of the performance management culture through the aligned of systems that support the achievement of organisational goals</p> <p>Provide tools and training to aBi's management to support them in fostering high levels of employee engagement and performance; ensuring job descriptions and specifications reflect technical and behavioral competencies required for exceeding performance expectations</p> <p>Work to ensure a conducive work climate that enhances staff motivation and retention. Provide support to managers to ensure staff well-being and team spirit across the organisation</p>	<ul style="list-style-type: none"> • Right people in the right jobs with targets that are an accurate reflection of what needs to be achieved • Robust and responsive succession planning system
<p>Shared Services Delivery</p> <p>To ensure that an effective and efficient office set up</p>	<p>Assists COO CS to realize efficiency ratios as targeted through effective management of the stores and ensuring that daily office expenditure for services and utilities achieves value for money.</p>	<ul style="list-style-type: none"> • Cost saving initiatives in place • Policy deviations identified in audits are minimal

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is in place and the fleet is managed according to best practice and in compliance with aBi policy	Oversee the overall maintenance of the aBi office premises facilities, assets and equipment (physical work environment and implementation of a health and safety system to ensure that the office site is properly maintained to a high level of health and safety	<ul style="list-style-type: none"> • Health and safety, first aid and fire procedures are set up with a point person(s) identified • Fire and first aiders are trained every year • OSH committee in place and regularly meets to review and deal with occupational hazards in the office facility.
	Oversee Fleet/transport, Security, Records and Front Desk Management functions including use and maintenance of vehicles, liaison with the building management and security firms, and offer related support to ensure smooth business operations.	<ul style="list-style-type: none"> • Efficient use of the fleet including fuel is realized. • Good relationship maintained with the building management and other tenants, also ensuring timely works and repairs. • Security contracts managed in a timely manner. All security protocols and procedures upheld.
	Ensure that all other admin related services are availed to internal stakeholders as necessary within agreed time and cost targets	<ul style="list-style-type: none"> • Admin related services (e.g. catering services, office supplies, working tools, travel requirements etc.) availed within time and cost targets are met. • System in place to receive feedback and address staff concerns on service delivery.

Area of Responsibility	Action Steps	Success Criteria/Measures
<p>Team Leadership</p> <p>Lead the Human Resources and Shared Services Finance Team in a manner that empowers them to add value to the organisation and deliver high standards of performance</p>	<p>Communicate to the Human Resources and Shared Services Team a clear and exciting vision for the work of the organisation and the importance of their personal contribution</p>	<ul style="list-style-type: none"> • Measures of organisation climate indicate employee engagement above 50th percentile • 360-degree feedback from staff indicate that the leader behaviours listed are being delivered
	<p>Ensure the team is resourced with the expertise necessary to deliver on strategy; through a combination of recruitment and management of staff and procurement of consultants</p>	
	<p>Plan and organise the work of the team to accomplish strategic & project goals and targets in the most cost-effective and impactful manner possible</p>	
	<p>Ensure that each team member is provided with clarity concerning expectations; provide training, coaching and accountability to support them in achieving results and delivering required standards and behaviour</p>	
	<p>Notice and cultivate talent; ensure delivery of an engaging leadership style that motivates team members and encourages high performance</p>	

And other duties as requested by **COO Corporate Services**

REQUIREMENTS OF THE ROLE

Educational Qualifications:

- Bachelor's Degree in Human Resource Management, Business Administration and Management or any other related professional course or Post Graduate Diploma from a recognized Institution.
- Master's degree in HR Management or professional membership of a certifying body (e.g. CIPD or SHRM)
- Membership to the Human Resource Managers Association of Uganda an added advantage

Job related experience and knowledge:

- At least 7 years working within the Human Resources Function in a medium to large organization
- At least 3 years exposure to Administration and or Shared Services Management.
- Knowledgeable of the Employment / NSSF and Occupational Health and Safety Acts of Uganda
- In-depth knowledge of employee relations and demonstrated credibility with colleagues and stakeholders at all levels of an organization;
- Experience of working with expatriate staff
- Experience in developing and managing Performance Management Systems
- Demonstrable and proven experience in Talent Sourcing & Management and Succession Management & Planning
- Proven experience in Leadership Developments, Learning and Development and Managing Rewards and Remunerations
- Strong communication Skills (oral and written)

COMPETENCIES

Competency	Level 1 Standard	Level 2 Specialist	Level 3 Team Leader	Level 4 Leadership
Integrity & Commitment				√
Learning & Capacity Building			√	
Proactivity & Innovation				√
Getting Work Done			√	
Relationship Building				√
Thinking and Problem Analysis			√	
Communication and Information Handling			√	
Resource and Business Management			√	

SIGNATURES

Name of Job Holder:	Signature(s):	Date:

Name of Supervisor:	Signature(s):	Date: