Position: **Division Manager- Human Resources**  
**Employee Relations & Welfare**  

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<th>Department / Division</th>
<th>Grade</th>
<th>Closing Date</th>
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<tr>
<td>HUMAN RESOURCES MANAGEMENT (CHRM ) / CHRM</td>
<td>PL-2</td>
<td>24 May 2013</td>
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Supervisor’s Title:  
**Director CHRM**

**VACANCY ANNOUNCEMENT**  
**CHRM.4**  

Reporting to the Human Resources Director the HR Employee Relations Manager manages a range of HR policies that affect people at work. The Manager is responsible for creating a fair, respectful, diverse and high performance culture enabling people to contribute their best. The Manager develops, delivers and maintains a business focused employee relations strategy that meets the needs of all Bank Staff. Working closely with internal mechanisms, with the wider Human Resources community and with clients to deliver a fair, consistent ER service, both minimising legal and reputational risks to the Bank. The Division supports the Bank with respect to the following:

- Development and administration of policies and procedures
- Administer the Banks Medical Plan
- Employee performance management in relation to; conflict resolution, grievances workplace harassment, staff wellbeing and correcting discipline.
- Development and implementation of other strategic employee relations initiatives
- Design and implement employee relations, social and welfare activities, and employee support programs to create a conducive and respectful workplace and good working relationship between employees and their supervisors.
- Promote cultural and sporting activities in the Bank

**Duties and Responsibilities**

- Lead negotiations and consultation with the staff council on behalf of the Bank with a view to achieving positive outcomes and broad agreement to proposals which meet the Bank’s business goals.
- Lead on the employee relations aspects of proposed changes to organisation structure and employment levels and contracts which are needed to support the delivery of the Bank's business objectives.
- Contribute to the strategic development of the Human Resource function by developing a progressive, business focused employee relations strategy that meets the current and future needs of the Bank.
- Contribute to the continued improvement of the health of the organization by monitoring performance indicators, such as sickness absence, levels of grievances and disciplinaries and work/life balance, and developing initiatives and solutions to enable positive trends.
- Identify and implement positive employee relations programmes, in consultation with the relevant stakeholder groups, that will lead to a more efficient and motivated workforce.
- Provide responsive and high quality support, training and advice to all parts of the business including senior managers to ensure the appropriate management of all employee relations issues including in particular change management, grievances, poor performance and disciplinary action.
- Provide advice and guidance on all the ER aspects of pay and reward projects, changes to pay related terms and conditions of employment, pay reviews and their implementation.
- Manage effectively all litigation and Employment Tribunal cases for the Bank
- Ensure Bank HR policies and processes are current, conform and, where appropriate, are best practice.
- Responsible for updating all HR policies except for recruitment and L&D
- Manage a team and exercise good people management practices, particularly with regard to performance management and career development.
- Carry out investigations, grievance handling and disciplinary proceedings, harassment cases in line with the Bank’s rules;
- Collaborate with units which provide support, advice and assistance in resolving conflicts, grievances and ethical issues including the Staff Council, Ombudsman, Ethics Office and Staff Appeal Committee;
- Design and implement motivational and employee reward programs.
- Provide advice and guidance to staff, peers and managers on matters related to the application of the Staff rules and regulations, Bank policies and procedures, interpersonal relationship, performance and career problems.

**Social and welfare services:**

- Develop and provide comprehensive social welfare services including fitness activities and support network for bereaved families;
- Collaborate with associations, clubs and interest groups and promote, diversity, cultural and social harmony including the Staff Council, Family Association and Artistic and Sporting Clubs.

**Medical Plan**

- Responsible for the day to day operation and management of the Bank’s Medical Plan in the capacity of Plan Administrator.
- Responsible for the Medical Plan rules, policies, industry standards and best practices, incorporating standards into processes and procedures.
- Provides guidance and assistance to staff, relative to the policies, practices, and procedures applicable in administering the Plan.
- Manage the Medical Plan assets and ensure its long term sustainability, and undertakes periodic reviews of the MBP in line with best practice.
- Leads the MBP Board approval process for the Annual Report on the administration of the MBP and the situation of the Medical Benefits Trust Account.
- Responsible for maintaining a subsidiary ledger in accordance with the Banks Financial Regulations.
**Individual:**
- Implement a continuous review of current working practices and change and exploit opportunities for improvement.
- Manage resources and agree priorities to maximise efficiency and work performance against targets.
- Promote a customer focussed and team based culture which identifies and implements improvements.
- Work closely with other Human Resources Managers to ensure a consistent service is provided from CHRM.4.

**Service Management:**
- Ownership for the delivery of the HR Service levels within CHRM.4. To act as the key point of contact for all queries regarding HR service levels.
- Provide reports and regular updates on CHRM.4’s performance against agreed targets. To develop improvement plans and ensure these plans are implemented successfully.

**Team Management:**
- Lead, motivate and develop the teams within CHRM.4, participating in resourcing, recruitment, performance and development activities
- Act as a role model to encourage development of high performing individuals and teams; motivating employees to deliver consistently high levels of performance and continuous improvement
- Promote a customer focused and team based culture which identifies, communicates and addresses customer needs
- Establish an environment that strives for continuous improvement by encouraging contributions from employees. Provide constructive ideas for improvements in processes and procedures that would deliver further efficiencies and service enhancement
- Ensure employee potential is maximised by devising training and development strategies; encouraging cross-team activities/participation and a coaching/mentoring approach
- Ensure employees operate professionally e.g. with regard to confidentiality
- Regularly review the performance of the HR CHRM.4 teams.

**Selection Criteria (including desirable skills, knowledge and experience)**
- At least a Master’s or equivalent degree in Human Resources Management or related field
- A minimum of 8 years of relevant working experience, at least two years of which should be in a management or leadership role.
- Knowledge of international organisational employment practices and policy challenges will be an added advantage
- Experience of working in a team oriented, multi-cultural professional environment
- Experience of administering and managing employee medical benefits plan and welfare services
- Demonstrated capacity to lead and advice on HRM and change management initiatives
- Track record of leading and developing teams and managing projects and programmes
- Good coaching, mentoring and conflict resolution skills
- Strong analytical and problem solving skills
- Strong written and oral skills to communicate effectively with a diverse group of people (clients, peers, supervisors and subordinates)
- Strong and proven client orientation skills and initiative in anticipation of business needs and finding solutions. Effective consulting and advisory skills that enable clients and help them build their confidence and skills to deal with HR issues
- Demonstrated ability to multi-task and manage time effectively to deal with multiple demands and deadlines
- Excellent spoken and written English or French, with a working knowledge of the other language
- Competence with standard Ms Office software

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<tr>
<th>Submitted by:</th>
<th>Mr Clement Opare, O.I.C, CHRM.1</th>
<th>Date:</th>
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<tr>
<td>Approved by:</td>
<td>Mr Joseph O. Badaki, Director, CHRM</td>
<td>Date:</td>
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Only applicants who fully meet the Bank’s requirements and are being considered for interview will be contacted. Applicants will only be considered if they submit an application form.