



DEMERARA HARBOUR BRIDGE CORPORATION MANAGEMENT POSITION DESCRIPTION

POSITION TITLE:	HUMAN RESOURCES MANAGER	LOCATION:	HEAD OFFICE
REPORTS TO:	GENERAL MANAGER	GRADE:	09
DEPARTMENT:	HUMAN RESOURCES	SECTION:	-

I. ACCOUNTABILITY OBJECTIVE

Responsible for discharging the Human Resources Management Policy and Function in providing support for the operations of DHBC, in terms of: recruitment policy and staffing, training and development, performance management, compensation and benefits administration, and general employee welfare, overseeing the emergency preparedness and the safety and environmental sustainability of the Corporation.

II. DIMENSIONS OF POSITION

A. NATURE AND SCOPE OF THE POSITION

The **Human Resources Manager** is required to strengthen **DHBC** capacity to sustain and develop its human resources, through effective coordination, management and implementation of the following activities:

- Selection and Recruitment of staff with potential for growth
- Management and advice on compensation and benefits, including medical assurance.
- Coordination of a proactive performance management system
- Promotion of relevant and sustainable education, training and developmental programmes
- Collaborating with colleague Managers in continuous review of opportunities for organisational development in order to design and adapt strategies, and implement systems to respond to changing business environments
- Monitoring and coordination of an effective Occupational Health and Safety Programme
- Maintenance of a comprehensive communication structure within the organisation
- Employee counselling, coaching and mentoring
- Maintenance of employee files and records
- Conduct of exit interviews

In **Incumbent** is also required to ensure:

- That policies regarding the engagement, orientation and termination of employees are effectively implemented;
- That training and development of employees for current and future needs are sustained; and
- That systems and programmes are well coordinated for the continuous and effective monitoring of individual development, and team building;
- That there is full compliance with the Corporation's Disciplinary Code.

The **Human Resources Manager** in overseeing the human resources development process must review recommendations for suitability of mobility (upward and/or lateral) based on assessed performance; provide educational and material support relevant to particular employee needs – in the form of workshops, manuals, and employee handbooks; and facilitate the selection and contracting of external trainers, facilitators and related programmes.

The **Incumbent** must also ensure that **DHBC** operates a computerised Human Resources Records System to maintain statistical and related documentation concerning all employment, i.e., recruitment, acting appointments, promotions, transfers, training and development, compensation and benefits, discipline, accidents and terminations.

The **Incumbent** must also monitor the Company's Health, Safety and Environmental Programme for its

efficacy and compliance with relevant laws.

The **Human Resources Manager** must determine on an annual basis the "**Major Job Objectives**" of the **Department's** Work Programme, which must be developed in relation to each activity for which a budget must be formulated and must identify and discuss with subordinates, the "*Key Results Areas*" to be used as determinants to their performance results on a quarterly and annual basis.

B. PRINCIPAL ORGANISATIONAL RELATIONSHIPS:

(The Incumbent relates to the following areas/titles internally and externally in carrying out accountability objectives)

AREA/TITLE:

RESPONSIBILITY:

INTERNAL:

General Manager To review and agree improvements in identified gaps in the delivery of the Human Resources Management and Development systems and procedures; to review periodic reports for relevant action; provide necessary advice on recruitment, promotion, compensation discipline; and related issues; to be advised on Succession Planning.

Human Resources Management Committee To review policies and strategies to address the organisation's structures and manning levels, employee relations; the job and salary hierarchy, compensation administration; performance reviews; and disciplinary issues, as necessary.

Human Resources Officer To coordinate/advise in the delivery of specific human resources management responsibilities as delegated, including the review of reports and analyses deriving from the performance management process; to discuss the analyses of indicators relating to: turnover rate, overtime rate the disbursement of allowances (material and/or cash) and other employment costs; to monitor the effective application of disciplinary procedures; to discuss the development of the Department's Work Programme and related budget.

Training and Development Officer To discuss programmes and related activities for the implementation and development of a fully retained complement of key and core competencies; to advise how to assist managers in the selection and acquisition of relevant training and developmental programmes and related trainers and/or facilitators; to advise on collaborating with managers in the identification of critical performance gaps that will inform related developmental strategies; to discuss the design and management of an 'Assistance to Study' Scheme.

Occupational Safety & Health Officer To advise on programmes, strategies and activities to fulfill the requirements under Occupational Health and Safety law and regulations; to ensure legislative compliance.

Department Heads To discuss systems and implementation processes for staffing with appropriately skilled and knowledgeable personnel; to advise on personnel and industrial relations matters; to organise orientation sessions for new recruits; to discuss and resolve issues related to staff welfare and disciplinary matters; to monitor human resources management systems; to give guidance on conditions of service, correct application of staff rules and regulations, disciplinary code; to collaborate on safety issues.

EXTERNAL:

Comparator Organisation To collaborate on gathering data for salary surveys etc.; to ensure matters of protocol are attended to in accordance with established procedures.

Training Institutions/ Facilitators To contract Consultants/Training Specialists to provide training and development according to training needs assessments.

Insurance Companies/ NIS/PAYE To process claims for certified sickness of employees; to ensure compliance with relevant procedures; to process claims for certified sickness of employees; to ensure compliance with relevant procedures; to ensure that accurate registers are maintained.

Union To engage with the Union/Staff Organisation to advise and negotiate on existing, revised and new arrangements for employees.

C. PERSONNEL SUPERVISED BY THIS POSITION INCLUDE:

DIRECTLY

Human Resources Officer
Training and Development Officer
Occupational Health and Safety Officer
Registry Assistant

INDIRECTLY

Human Resources Assistant
Receptionist
Office Assistant/Driver
Security Guard
Clerical Assistant
Office Attendant

III. PRINCIPAL ACTIVITIES TO ATTAIN ACCOUNTABILITY OBJECTIVES:

(The following responsibility statements identify specific duties necessary to attain DHBC's overall objectives while not precluding the position holder from carrying out other related activities that may be inherent in the position)

IMPLEMENTS an effective selection and recruitment process, and related orientation programmes.

ENSURES the design and organisation of a continuum of communication activities vertically and laterally throughout the Company.

ADMINISTERS structured compensation and benefits systems, medical insurance, incentives, retirement packages, severance payments.

COLLABORATES in employee coaching, counseling, mentoring and supervisory assistance.

REVIEWS maintenance of a comprehensive human resources records system that facilitates reliable storage and easy accessibility.

ENSURES the effective dissemination of human resources related policies, systems and procedures and related materials to staff as applicable.

PROVIDES leadership, direction and appropriate guidance to staff of the Human Resources Management and Development Department.

MONITORS compliance by Departmental Heads and staff with company policies, rules and regulations; as well as applicable labour legislation; and for consistency in the observation of provisions of the existing agreement with the union; as well as the Disciplinary Code.

ORGANISES and **MONITORS** adherence to the completion of a Corporate Human Resources Development Plan that includes a Succession Plan and Training Needs Plan that supports the Performance Appraisal System.

MONITORS the implementation of a Performance Management System that will cumulate into a comprehensive Training Needs Analysis that will continually inform a structured programme of training and developmental intervention aimed at preparing identified employees for upward and/or lateral movement.

COORDINATES the establishment of a proactive training capability as a substantive component of the Human Resources Management and Development Function.

ENSURES the effective conduct of the employment separation process, including the management of exit interviews particularly for persons resigning voluntarily.

PREPARES, as required, an Annual Work Plan and related Departmental Budget.

IDENTIFIES 'key target areas' to be achieved by staff supervised, as a basis for evaluating their performance.

IV. MANAGEMENT JOB DESCRIPTION EVALUATION: QUALIFICATIONS PROFILE

POSITION TITLE: Human Resources Manager		
FACTORS		SUBSTANTIATING DATA
1	EDUCATION	Degree in Human Resources Management, Business or equivalent/related discipline. Computer literacy is a requirement. Specialization in Human Resources Management and Development is preferred.
2	EXPERIENCE/ JOB KNOWLEDGE	Over five years professional experience in Human Resources Management, employment law, compensation, organisational development, employee relations is preferred. Familiarity with training models and systems is a necessity. Active communication with Human Resources Management Networks and organisations would be beneficial.
3	TECHNICAL/ PROFESSIONAL	Requires high amount of interpretation of written and oral routine technical and non-technical directives, based on Law, Guidelines and Procedures which state specific requirements. Significant knowledge of DHBC regulations and supporting legal documentation to assess, evaluate and support action.
4	PROBLEM SOLVING /DECISION MAKING	The Incumbent's decisions are based on the Legal Framework, Mission, Strategic Plan and overall goals of the DHBC, subject to the Principal Acts, Regulations, Rules, precedents and those constraints imposed by economic and fiscal considerations. Coordinates a range of activities where high performance standards are most important.
5	INTERPERSONAL	Participates as a member of the Executive Team in the overall management of the Company. Provides relevant professional advice in the areas of planning, work programming and reformulation of Human Resources Management Policies.
6	RESPONSIBILITY FOR MATERIALS, CASH, ETC	The Incumbent has responsibility for effective maintenance of computerised personal records, storage and retrieval system; training and developmental details; and the maintenance of assigned machines and equipment.
7	PROCEDURES/ REGULATIONS/ COMPLIANCE	The Incumbent must have comprehensive knowledge to apply related laws, operating policies, rules and technical procedures and ability to interpret same in situations of both a recurring and non-recurring nature in normal or unique situations. Must possess comprehensive understanding of the applicable Human Resources System as well as legislation relating to statutory deductions, discipline allowances and termination.
8	TEAMWORK	Leads and monitors the team within the scope of the overall objectives set and within the scope of the overall objectives and within given timeframes. The Manager is responsible for implementing assigned functions and for providing constant and intense oversight of the preparation, analysis, formulation and interview of management processes.
9	WORKING ENVIRONMENT/ SAFETY OF OTHERS	Normally in a congenial indoor environment. Periodic visits to Departments Must sometimes work under pressure to meet deadlines.