



JOB DESCRIPTION

Job Title:	HR Business Partner
School/Department:	HR Business Partner/Human Resource
Job Family and Level:	Assistant Manager - Level 04
Reporting To:	Senior HR Business Partner
Job purpose:	A pivotal role in driving the HR initiatives with its overall business objectives. The role works closely with managers and employees to provide effective HR support, enhance employee engagement, promote a positive workplace culture, and support organisational development and change initiatives. The position requires a deep understanding of HR best practices, strong business acumen, exceptional interpersonal skills, and the ability to drive change within the organisation.

Roles and Responsibilities:

No	Description
1	HR Initiatives - Collaborate with the Head of Department/Head of School to drive and implement HR strategies that align with the organisation/faculty goals and objectives. - Provide guidance and support to middle managers in implementing HR initiatives and programs effectively. - Monitor HR metrics, including contract compliance and industrial relations metrics, and analyse data to identify trends, opportunities, and areas for improvement.
2	Employee Relations, Engagement & Compliance - Act as a trusted advisor to managers and employees on a wide range of HR issues, including performance management, employee relations, and conflict resolution. - Proactively address employee concerns, investigate complaints, and facilitate resolutions in accordance with company policies and legal requirements. - Drive initiatives to enhance employee engagement, satisfaction, and retention through effective communication, recognition programs, and employee feedback mechanisms, considering the impact on industrial relations.
3	Talent Acquisition, Talent Development & Talent Management - Collaborate with hiring managers to identify talent needs and participate in the recruitment and selection process for middle management positions. - Support managers in assessing employee's development needs, creating individual development plans, and implementing relevant training and coaching initiatives, with consideration for industrial relations implications. - Work closely with the People and Development team, and Workforce Planning and Recruitment team to identify skill gaps and deliver or facilitate training programs that address those needs.
4	Performance Management - Support the ADC process, including goal setting, performance reviews, and performance improvement plans. - Coach managers on effective performance management techniques, providing guidance on setting performance expectations, delivering feedback, and recognizing and rewarding high performance in compliance with industrial relations regulations.

5	Change Management and Organisational Development • Partner with managers to drive change initiatives, ensuring smooth transitions and minimal disruptions. • Assess organisational needs and design and implement programs to enhance organizational effectiveness, team dynamics, and employee productivity. • Support managers in succession planning, talent reviews, and career development initiatives.
6	HR Program Development and Implementation: • Drive the implementation and execution of HR programs, including those related to Contract Management and Industrial Relations, ensuring adherence to project timelines, budget, and quality standards. • Establish evaluation metrics and measures to assess the effectiveness and impact of HR programs, including those addressing industrial relations issues. • Collect and analyse data, feedback, and key performance indicators to evaluate program success and identify areas for improvement in Contract Management and Industrial Relations practices. • Use insights and findings to refine and enhance HR programs, ensuring their ongoing relevance and effectiveness.
7	HR Data Management • Maintain and deliver HR reports and analytics, leveraging HR data to provide insights and support decision-making in areas such as Contract Management and Industrial Relations. • Collaborate with HR teams and stakeholders to identify data-driven opportunities for process improvements related to Contract Management and Industrial Relations.
8	HR Process Improvement/ Execution • Drive operational excellence within the HR function, identifying opportunities to streamline HR processes, including those related to Contract Management and Industrial Relations. • Collaborate with HR teams and IT partners to implement technology solutions that optimise HR processes. • Continuously explore emerging technologies and tools that can enhance HR process efficiency and effectiveness.

Qualification, Experiences, and Skills/Competencies:

Qualification & Experiences	Skills/Competencies
A Bachelor's Degree in Human Resources, Psychology, Business Administration, or a related field	Strong skills in handling employee relations issues, resolving conflicts, and maintaining a positive work environment.
Understanding of human behaviour in the workplace, group dynamics, and organisational culture.	Excellent written and verbal communication skills are crucial for interacting with employees at all levels and conveying HR policies and initiatives effectively.
5-8 years of working in human resources, talent management/acquisition, or organisational development as well as keeping abreast with best practices is beneficial.	Knowledge and experience in performance management processes, including goal setting, performance reviews, and improvement plans.
	Strong Knowledge of employment laws and regulations to ensure HR practices align with legal requirements.