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| Job Title: | HR Shared Services Officer | Reports to: | Senior Human Resource Business Partner |
| Unit: | Human Resources (HR) | Division | Human Resources (HR) |
| Grade: | | Date: | |
| Job holder: | | Supervisor: | |
| Signature: | | Signature: | |

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| Job Purpose Statement |
| The purpose of the role is to provide day to day administrative support to the team. This will involve working closely with the team to ensure all the HR areas are executed exceptionally as per the defined procedures and practices. The role shall also ensure that reports and data analyses is prepared proactively to yield insights and that staff information is managed securely. |

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| Key Result Areas | | |
| Perspective | % Weighting <i>(to add up to 100%)</i> | Output |
| Financial | 10% | <ul style="list-style-type: none"> Work with in approved budgets and stipulated time lines for assigned tasks and responsibilities, explore and utilise cost saving opportunities. |
| Customer | 50% | <p>Ensure the following HR processes are executed exceptionally as per the HR Policy and procedures:</p> <ul style="list-style-type: none"> Staff on-boarding – liaise with the concerned stakeholders to ensure the best staff experience is achieved. Process payroll and all related statutory deductions on a monthly basis. Documentation processing, flow and filing management, to ensure quality and TATs measures are achieved. Provide end-to-end administrative support to all the HR processes. Work closely with the team to execute first-time-resolution of issues raised by staff to the department, in the achievement of exceptional internal customer service. Champion HR analytics through use of data and Metrics for decision making |
| Internal business processes | 20% | <ul style="list-style-type: none"> Collectively drive the adherence to approved policies and procedures and provide feedback on the same so as to keep them competitive. Be an advocate for a continually improving way of working within the team to drive efficient and impactful engagement and accurate delivery of service. |

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| | | <ul style="list-style-type: none"> Proactively participate in organisation projects. |
| Learning and growth | 20% | <ul style="list-style-type: none"> Maintain own high performance. Own up-to-date and actioned competency assessments and development plans. Nil disruption to business / loss of business due to lack of own succession and back-fill. Maintain the desired 360-degree feedback score. |

Job Dimensions

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| Reporting Relationships: jobs that report to this position directly and indirectly | |
| Functional Reports | N/A |

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| Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role. | |
| Internal <ul style="list-style-type: none"> All organisation's departments | External <ul style="list-style-type: none"> Customers, Suppliers, Financial Institutions, Industry Players, National and County Governments, Regulators, Etc. |

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| Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic)</i> |
| Recommendation of the appropriateness procedures and tools. Recommend appropriateness of staff communication. |

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| Work cycle and impact: time horizon and nature of impact (Planning) <i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1month – 3 months, 3-6 months, 6-12 months, above 1 year)</i> |
| Annual performance scorecard. |

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| Ideal Job Specifications |
| <p>Academic: Bachelor's degree from a recognized accredited university.</p> <p>Professional: At least 2 years' experience in administrative HR or operations in a mid-sized organisation.</p> <p>Desired work experience: Proven track record of consistently supporting the achievement of operational processes HR. In-depth knowledge of the local banking industry, banking products, banking services and banking regulations. Sound working knowledge and understanding of all labour regulations and practices.</p> |

| Technical Competencies | |
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| HR Administration | Working knowledge HR policy and procedures and troubleshoots the administrative queries received from the internal customers to create value adding solutions. |
| Customer Engagement (internal & external) | Resolves customers' queries and challenges in organized way, providing the highest quality service and monitors to confirm that the customers' needs have been comprehensively addressed. Provides prompt and insightful feedback to relevant stakeholders to enable them to address the root cause of the challenges faced by customers. |
| Leadership | Exercises self-leadership delivering assigned work in line with professional and technical standards within given time frames. Is reliable and works collaboratively. Has the cognitive intelligence to draw together contrasting strands of information and present a compelling position. Adheres to the company's values and policies and delivers to set objectives. Has high moral intelligence. |

| Behavioural Competencies | |
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| Emotional Intelligence | Knows own strengths and limits; aware of own emotions and the effect they have on others and has the self-control to keep disruptive emotions and impulses in check. |
| Follow Through | Consistently follows through on commitments and promises with an appropriate sense of urgency, completing them in a timely and reliable manner. Follows up with customers to ensure that they are satisfied. |
| Agile | Able to change plans, methods, opinions or goals in light of new information, with the readiness to act on opportunities. |

This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.