

Head - HR & Administration

Job Title	Head - HR & Administration	Department	Human Resources & Administration
Reporting To	Group Finance & Administration Manager	Document Use	Recruitment, Appraisal, Training

Role Purpose

To lead the Human Resources and Administration function by ensuring effective people management, policy implementation, performance governance, learning and development planning, attendance discipline, employee relations, and efficient administrative support services that enable organisational performance, compliance and service continuity.

1. Strategic Contribution

- Strengthen workforce governance, employee performance and people accountability across the organisation.
- Ensure HR policies, attendance discipline, appraisal processes and employee relations practices are applied consistently and fairly.
- Lead annual training planning and learning budget management to build organisational capability.
- Provide reliable HR and administration support services that improve operational efficiency and organisational discipline.

2. Key Accountabilities

Key Result Area	Core Responsibilities
HR Strategy, Policy & Workforce Governance	Lead the implementation of HR policies, procedures and people governance frameworks; ensure HR practices remain aligned to organisational requirements, legal obligations and internal standards.
Attendance, Lateness & Workforce Discipline	Maintain oversight of attendance and lateness records on a continuous basis; analyse patterns of absenteeism or prolonged lateness, escalate concerns, and initiate or recommend appropriate action in line with policy and disciplinary procedures.
Employee Relations & Disciplinary Case Management	Provide guidance on employee relations matters and lead or coordinate disciplinary processes where required, including cases linked to prolonged lateness, misconduct, poor compliance with procedures, or non-adherence to the performance appraisal process.
Performance Management & Bonus Appraisal Administration	Lead and coordinate the annual performance appraisal exercise across the organisation, ensuring timely completion, quality control, process compliance, moderation support where required, and readiness of outputs for bonus payment administration.

Key Result Area	Core Responsibilities
HR Operations, Policy & Compliance	Oversee payroll inputs, employee records, leave administration, policy implementation and compliance with employment legislation and internal governance standards; ensure HR processes are accurate and timely.
Administration & Support Services	Lead administration services such as office operations, despatch, reception, transport, travel coordination or related support functions as applicable; ensure efficient and professional service delivery.
Learning & Development	Lead the preparation and coordination of the annual training plan based on organisational needs, appraisal outcomes and capability priorities; monitor implementation progress and ensure learning interventions are aligned to business needs; prepare, manage and monitor the annual training budget
Transformation, Systems & Continuous Improvement	Drive improvement of HR and administration processes, systems, controls and service delivery; support HR digitalisation, change initiatives and organisational development priorities.

3. Qualifications, Experience and Competencies

Education

- Bachelor's degree in Human Resources, Business Administration, Management or a related field.
- Relevant postgraduate qualification or professional HR certification would be an advantage.

Experience

- Minimum 8-10 years of progressive HR experience, including leadership responsibility across core HR disciplines.
- Experience managing both HR and administration functions in a structured organisation would be an advantage.

Technical Competencies

- HR strategy, workforce planning and organisation support.
- Talent acquisition, performance and learning processes.
- Employee relations and labour law application.
- HR operations, reporting and policy implementation.
- Administration management and service coordination.

Behavioural and Professional Competencies

- Strong leadership, judgement and business partnering capability.
- Excellent communication, influencing and stakeholder management skills.
- Ability to manage sensitive matters with discretion and professionalism.
- Strategic thinking combined with operational execution discipline.
- High level of accountability, integrity and service orientation.

4. Key Performance Indicators

Performance Area	Illustrative Measures
Workforce & Talent Outcomes	Time to fill key vacancies; retention levels; completion of performance and development cycles.

Performance Area	Illustrative Measures
Employee Relations & Culture	Resolution time for employee relations cases; engagement indicators; reduction in recurring people issues.
HR Operations & Compliance	Accuracy and timeliness of core HR processes; compliance with labour and policy requirements; audit results.
Administration Service Delivery	Service quality and responsiveness of administration support functions; budget adherence for administration costs.
Transformation & Improvement	Implementation of HR/process improvement initiatives; progress on HR systems, governance or capability-building priorities.

5. Additional Requirements

- Ability to manage sensitive organisational matters with high discretion.
- Availability to support Board, committee or urgent management matters outside standard hours when required.

6. Document Control

Prepared / Reviewed By	Approved By
Name: _____ Title: _____ Date: _____	Name: _____ Title: _____ Date: _____