

ZCCM-IH PLC

JOB DESCRIPTION

4.0 HUMAN RESOURCES & ADMIN DIRECTORATE

4.1.1 IDENTIFICATION SECTION

JOB TITLE : Human Resources Manager
JOB GRADE : ZH3
DEPARTMENT : Human Resources & Administration

4.1.2 JOB PURPOSE

The position provides operational support in the HR Department, to ensure efficient and effective service delivery by the department in the implementation of the HR strategy. In this, the position coordinates the Performance Management System, embedding HR Governance, management of the HRIS, Management Information (MI), implements and maintains policies, standards and procedures for effective management of the Human Resources side of the business that conform to prevailing labour laws and ensure best management practices so that the strategic objective of the company are achieved.

4.1.3 KEY RESULT AREAS AND PRINCIPAL ACCOUNTABILITIES

KEY RESULT AREAS	PRINCIPAL ACCOUNTABILITIES (MAIN DUTIES)
HR Operations	<ul style="list-style-type: none">• Develops and implements an HR operations strategy that support excellent service delivery standards for the HR and Administration Directorate to ensure support of the HR strategy that facilitates the achievement of the ZCCM-IH business.• Assists in formulation, development, implementation and review of Human Resource manuals, policies and procedures in conjunction with functional and Line Managers• Assists in initiating and implementing departmental HR related change programmes• Prepares and provides updated monthly and Quarterly HR and Administration reports.

	<ul style="list-style-type: none"> • Coordinates all HR related Audits by ensuring that Audit findings are addressed, and control measures are put in place to mitigate any future risks. • Coordinate all Risk Management Processes within HR. • Undertakes action-oriented research in human resource issues and challenges
Advisory	<ul style="list-style-type: none"> • Provides advisory service to the Chief Human Resources & Administration Officer. • Advises management and staff on Human Resource policies and procedures and all other HR related issues and challenges
Industrial Relations	<ul style="list-style-type: none"> • Supports cordial industrial relations between employees and management; • Maintains regular contact with employees and trade unions. • Handles disciplinary Cases • Acts as custodian of the disciplinary and grievances procedures • Provides advice on employee industrial relations and initiates effective communication systems to ensure that a conducive working environment is created • Manages and provides advice on all employee relations matters

Salary Administration	Conducts salary surveys to obtain information on salaries and conditions of service from comparator organisations.
Budgeting	<ul style="list-style-type: none"> • Assists in developing, implementing and monitoring of the HR budget, derived from the HR strategy, to ensure the implementation of the strategy is not hampered by lack of resources, and to enhance efficiency in the utilisation of resources. • Attend to all HR finance related issues and queries.
Resourcing	<ul style="list-style-type: none"> • Plans and undertakes employee resourcing/talent search; • Ensures that all the directorates are adequately staffed with competent and experienced personnel. • Advises functional heads on best practices in resourcing methods and procedures in order to recruit the right people for the jobs • Prepares demand and supply forecasts for staff requirements in terms of numbers, skills and competences are effectively done
Performance Management System	<ul style="list-style-type: none"> • Assists CHRAO to ensure the provision of meaningful and timely performance management system to the Company.

	<ul style="list-style-type: none"> • Supervises Performance Management Systems in order to contribute to the achievement of overall objectives of ZCCM-IH
Staff Training and Development	<ul style="list-style-type: none"> • Conducts the annual training needs analysis in order to improve skills of identified employees for the year; • Provides advises on suitable training intervention to functional and line managers • Coordinates the training and development activities in the Company
Talent Management	<ul style="list-style-type: none"> • Co-ordinates activities associated with job descriptions development, recruitment, contract preparation and preparation of orientation programs for new employees in line with ZCCM-IH established procedures and specific standards; • Monitors succession plans in conjunction with Heads of Departments and provides career coaching to all staff
HR Database Management	Maintains an up-to-date computerized Human Resource Database with individual records for both current and past employees to facilitate quick and ease retrieval of pertinent information as and when required.
Policy Implementation	<ul style="list-style-type: none"> • Assists in formulation, development, implementation and review of Human Resource manuals, policies and procedures in conjunction with functional and Line Managers • Explains Human Resources policies, benefits, and procedures and all other HR related issues to employees or job applicants;

4.1.4 REPORTING RELATIONSHIPS

- a) **Reports to:**
Chief Human Resources & Administration Officer
- b) **Other Jobs Reporting to (4a) above:**

Nil
- c) **Number and level of immediate subordinates:**
HRO – Planning & Resourcing
HRO - Performance Management
HRO – Employee Relations & Org Development
Records Officer
Administrative Officer

4.1.5 ESSENTIAL/DESIRABLE EXPERIENCE/QUALIFICATIONS

- a) **Professional Qualification:**
Grade 12 certificate

Bachelor's Degree in Human Resources Management, Social Science or equivalent.

Member of the Zambia Institute of Human Resources Management (ZIHRM) with a valid Practicing Certificate

Masters' degree is an added advantage

b) Minimum Relevant Pre-Job Experience:

5 years' experience in a similar position in a busy and complex work environment.

c) Skill Specifications:

- Strategic Thinking
- Communication and interpersonal skills
- Negotiation Skills
- Organisational skills and computer literate
- Leadership skills

d) Other Attributes (Personality Traits)

- Integrity
 - Initiative
 - Conscientious
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