

JOB DESCRIPTION

Job Role	Human Resource Business Partner	Role Holder	
Division	Talent & Culture	Department	Human Resources
Job Grade	BO/SBO	Version	1.0

JOB PURPOSE

This role is responsible for the holistic execution of the Human Capital strategy across the Bank. The incumbent will bridge the gap between high-level strategic intent and HR operational excellence, ensuring that talent management, employee relations, culture, and analytics are leveraged to drive the Bank's commercial objectives. This will also be achieved by creating and implementing HR Plans that support optimal business performance in all areas of Human Resource in line with HR policy standards and industry best practice.

DUTIES & RESPONSIBILITIES

Recruitment & Selection

- Accountable for the effectiveness of hiring systems, policies, processes, and tools to attract and select talent with competitive attributes and skills relevant to the local banking industry.
- Structure and implement productive manpower plans at the lowest possible cost, ensuring the desired profit-per-head ratio is achieved in line with the bank's strategy.
- Monitor approved staff costs and headcount budgets for assigned divisions to ensure the Bank remains within approved limits.

Performance Management

- Support the realization of a result-oriented performance culture, ensuring performance management practices are effectively linked to business outcomes.
- Drive the execution of leadership development programs to support the performance management framework.
- Support Leadership in the translation of the bank's strategy into operational models and individual performance scorecards.

Training, Employee Development & Succession Planning

- Create and implement learning and development initiatives that address skill gaps, enhance productivity, and mitigate the impact of high staff turnover.
- Oversee the development and maintenance of competency assessments and development plans, ensuring a ready pipeline of qualified staff to maintain business continuity.
- Team Development: Provide overall leadership to the HR team by coaching and training them, maintaining high competency scores, and ensuring they meet their own developmental targets.

Employee Relations & Engagement

- Proactively manage employee engagement by creating a quality leadership environment that translates into conducive and inclusive work atmosphere.
- Act as a trusted advisor to manage complex employee relations matters, ensuring interactions are candid, honest, transparent, and aligned with the bank's values.

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- Champion an "Open" and "Trusted" culture, listening to employees and clients while ensuring respect and inclusion across all levels.

HR Data, Reports, & Metrics

- Take ownership of the end-to-end collection, systematic maintenance, and continuous value addition of comprehensive human resource data drawn from multiple internal systems (e.g., HRIS, payroll, performance management tools, survey results) and external market sources, ensuring absolute data integrity, accuracy, and security.
- Design, synthesize, and deliver insightful reports, dashboards, and analytics that empower executive leadership and line managers to conduct evidence-based conversations and make strategic, data-driven decisions regarding talent and workforce optimization.
- Regularly report on key workforce analytics, talent metrics, staff cost budgets, and the status of strategic HR initiatives through structured weekly and monthly dashboards and reports.

HR Compliance & Regulatory Governance

- Maintain sound working knowledge of all labour and banking regulations that impact HR operations.
- Drive adherence to internal HR policies and external labour regulations across assigned business divisions, executing day-to-day HR operations and advising line managers to effectively mitigate labour-related and operational risks.
- Serve as a key HR liaison in engaging with and supporting internal and external assurance functions throughout audit reviews, actively managing and implementing remediation plans for post-audit observations.

Stakeholder Engagement

- Build and maintain strong, constructive working relationships with all internal organization departments, subsidiaries, external service providers and industry players.

KEY PERFORMANCE INDICATORS

- **Staff Cost & Headcount Budget Compliance:** Maintain staff costs and headcounts strictly within 100% of the approved manpower & budget limit.
- **Manpower Productivity & Profit-per-Head:** Work with various leaders to implement productive manpower plans to achieve or exceed the target profit-per-head ratio against the defined strategy roadmap.
- **Hiring System Effectiveness:** Ensure the effectiveness of hiring systems, policies, processes, and tools in attracting and selecting talent with competitive attributes and skills.
- **Performance Culture Realization:** Drive the realization of a result-oriented performance culture through suitable performance management practices and leadership development programs.
- **Talent Retention & Development:** Enhance divisional competencies and capabilities through learning and development strategies that mitigate the impact of high staff turnover.
- **Policy Adherence & Audit Governance:** Collectively drive the HR Division's adherence to approved policies, procedures, and labour regulations, supporting internal and external assurance functions.

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JOB REQUIREMENT

Academic

- Bachelor's degree from a recognized accredited university

Professional

- Completed or ongoing CHRP Certification
- Active Member, IHRM

Work Experience

- A minimum of **five (5) Years** progressive working experience in Human Resource management practice.
- Proven track record of consistently supporting the achievement of an organisation's talent management strategy, with a reputation of being a trusted advisor on matters pertaining to 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.

Note

Applications will be reviewed on a rolling basis with only shortlisted candidates being contacted.