



Exciting career opportunity



Job title	Head, Human Resources (HR) Services
Employment type	Full time, permanent or contract
Reports to	Chief Human Resources Officer (CHRO)
Location of role	Nairobi, Kenya

Our client, a reputable financial institution within the region, is looking for a visionary, strategic thinking, highly qualified and experienced individual to fill the role of **Head, Human Resources (HR) Services**.

The ideal candidate will be experienced in all aspects of Human Resources Administration, Operations/Services and Management of the various elements of the HR life cycle, including records management, employee welfare / wellness programs, employee relations and employee engagement. This role will suit an individual who has excellent leadership and interpersonal skills and a proven track record in establishing and leading highly effective and efficient HR Service centres.

Job purpose

Reporting to the CHRO, the role holder will be responsible for leading and driving the design and execution of best-in-class integrated people service offerings and the overall management of HR Services while ensuring high levels of customer centricity and operational excellence.

Key Responsibilities:

- Design and implement a progressive and efficient HR Services framework;
- Establish service level agreements and key performance indicators that are aligned to the HR strategy;
- Optimise the capabilities of the HRMIS to improve service delivery and ensure effective use of data, trend analysis and reports to inform planning and decision making;
- Benchmark, monitor trends and adopt new fit for purpose best practices and policies that will ensure that the HR Services function continuously delivers positive employee experiences;
- Design and implement employee reward and welfare programmes that drive engagement, productivity and ensure equity;
- Lead and manage employee relations, employee engagement initiatives and oversee employee welfare programs while adopting leading practices;
- Effective management of employee records in line with legal requirements on retention, privacy, confidentiality and access;
- Lead, coach and develop the HR Services delivery team to achieve the overall HR Strategy.

Minimum requirements

Academic qualification

- A Bachelor's degree in the Humanities, Social Sciences, Human Resources Management or any other related field.
- A Master's degree in Strategic Human Resources Management, Organization Development, Business Administration or any other related field from a reputable institution will be an added advantage.
- Membership with a relevant HR professional body.

Experience requirement

- Eight (8) to twelve (12) years' experience in strategic Human Resources Management in a dynamic and complex organizational environment is key. Emphasis will be placed on experience relating to managing complex and dynamic HR Operations.
- At least three (3) years successfully leading HR Operations or HR Services delivery function in a dynamic high-performance environment.

Summary of technical competencies

- Demonstrable knowledge of and exposure to all aspects of Human Resources Management along the employee lifecycle.
- Broad knowledge and experience in HR Operations, HR Shared Services Management, Resourcing, Reward and Benefits Administration, Organization Development, Change Management, Employee Experience Management.
- Understanding and application of applicable laws and regulations.
- Demonstrable experience in articulating and implementing HR Services strategy.
- Extensive experience working with big data from a people perspective is critical.
- Ability to effectively leverage data to present insights is also key.
- Familiarity with best-in-class HR Information Systems.
- Exceptional planning, coordination and organizational skills are critical for this role.
- Professionalism and integrity in line with organisational values.
- Strategic planning and execution skills.

General Business Skills

- Leadership, mentoring and coaching skills.
- Communication and interpersonal skills.
- Strong execution skills.
- Ability to effectively manage multiple stakeholders.
- Confidentiality, tact and diplomacy.
- Ability to manage and drive change effectively.

Interested applicants should submit their applications to hrrservices@kpmg.co.ke, on/before **28 May 2021**. Only applications submitted through email address stated in the advert will be considered.

Only shortlisted candidates will be contacted