

Job Description

Job Title: Head of Human Resources

Grade: Tier 5

Business Area: GibFibre

Reports to: Julian Sheriff, Head of Operations

Main Purpose of the Job:

The Head of Human Resources will be responsible for the effective supervision of all HR Related matters for the Group of Companies. This is a pivotal role in ensuring our HR matters are managed in accordance with local employment legislation and internal Company policies whilst promoting employee engagement. You will be an ambassador for the Group and help shape our employer brand strategy.

You will provide HR leadership and advice and work alongside the Group's Management Team with regards to their people requirements, handling and addressing pertinent needs. You will be the 'go-to-person' for relevant decisions and will be responsible for the delivery of our people roadmap and vision. You will champion and promote our values.

Key Responsibilities:

- Recruitment and selection; hiring staff and negotiating employment agreements.
- Employee onboarding/pre employment screening checks.
- Staff Contracts.
- Ministry of Employment Requirements.
- Staff Grievances.
- Internal restructuring/redundancies.
- Management of staff on rolling contracts.
- Management of outsourced contractors.
- Manage Group Compensation and Benefits.
- Draw up/maintain suite of Company-wide job descriptions.
- Drive the Performance Appraisal Cycle with the ability to coach staff.
- Training, counseling and coaching staff.
- Resolving conflicts through positive and professional mediation.
- Employee career development plans.
- Organise and manage relevant training/external accreditations in accordance with the Group's Learning Guarantee Scheme.
- Motivating and supporting current staff.
- Address all employee grievances in a timely manner and in accordance with best practice.

- Manage/monitor pertinent HR Metrics;
 - ❖ Vacancies.
 - ❖ Sickness absenteeism.
 - ❖ Employee Annual leave.
 - ❖ Other as required.
- Management of generic staff records.
- Maintaining employee and workplace privacy.
- Keep abreast of all changes in Employment Law, local Ministry of Employment Requirements and relevant changes in the geographical area impacting on cross border employees.
- Designing and implementing company policies as required.
- Maintaining and reporting on workplace health and safety compliance.
- Supporting strategic objectives.
- You will work independently and exercise reasonable discernment with little supervision while providing clear documentation of activities and accomplishments.
- You will interact closely with peers and management across all functional teams.

The above is a snapshot of KPI's for the role albeit is not an exhaustive list of responsibilities. In addition, from time to time you may be required to assist with other key deliverables as required by the business.

Core Skills/Experience

- Proven ability to foster positive working relationships with all staff.
- Experience in conflict resolution, disciplinary processes and workplace investigations.
- Strong problem-solving skills.
- Excellent organisational and time management skills with the ability to prioritise/act on urgent requirements.
- Able to converse clearly and concisely over the phone, by email and in person, internally and externally at a variety of levels.
- Fully bilingual in English/Spanish.
- Able to demonstrate a natural aptitude for coaching and people management.
- Ability to deliver presentations.
- Knowledge of health & safety laws.
- Calm under pressure.
- Experience in working in a dynamic, fast paced environment.



Qualifications/Technical Expertise

- Minimum 5-7 years' experience in the field.
- CIPD Accreditation (or working towards) an advantage.
- Competency in Microsoft applications including Office 365
- Previous exposure to HRIS Systems an advantage

Salary Range: Competitive

Hours of work: 37.5

Location: TBC

Cost Centre: TBC

