



## JOB TITLE: HUMAN RESOURCES OFFICER (TANZANIA)

2024/12/24

### Reference Number

ALAF/02/24122024

### Description

Accountable for the operations and resource of the HR Services, ensuring effective execution of HR transactional services provided to employees and business functions whereby optimal service levels must be maintained for efficiency.

#### ▪ **Employee Services**

- Ensure adherence to Security, Health, Safety and Environmental procedures
- Establish and maintain employee's services log
- Ensure compliance with OSHA, NHIF, NSSF and WCF
- Track outstanding issues/queries and ensure that they are resolved satisfactorily within targeted time periods
- Manage delivery of HR services according to agreed budget
- Provide timely information to support core HR processes. Deal with queries from the staff and public

#### **HR Services Management**

- Ensure necessary support structures (systems and processes) are in place to carry out and deliver quality HR services
- Monitor process flows for quality and efficiency, and identify areas for process improvement

- Manage third party service providers (HR Consultants) ensuring they meet agreed service levels and delivery within agreed cost, quality, and time requirements.
- Focus on customer service and satisfaction when addressing queries and requests from all stakeholders and employees
- Keep abreast with latest HR practices and ensuring that these practices can be incorporated into the delivery model
- Actively contribute to HR initiatives and projects by providing support to the overall HR function in continuous improvement initiatives.
- Ensuring that all employees are organized and satisfied in their work environment.
- Providing counseling on policies and procedures.
- Communicating with staff about issues affecting their performance.
- looking after the health, safety, and welfare of all employees
- assist in organizing staff training sessions and activities

### **Recruitment and Placement**

- Handle all services linked to the recruitment process, in line with the company's strategic orientations and in compliance with the HR policy and the legal framework
- Preparing job descriptions, advertising vacant positions, and managing the employment process.
- Ensure that HR tools including job descriptions, competence profiles and assessment tools are updated and applied consistently
- Oversee new hire induction and on-boarding programs
- Develop and maintain common applicant database and tracking system
- Track timeline dates, probationary periods etc. and ensure notices are issued for timely follow up

### **HR Information System (Records Management and Time & Attendance)**

- Actively contribute to HR initiatives and projects by providing support to the overall HR function in continuous improvement initiatives.
- Support and use of HR Information System including inputting data onto the system, generating relevant reports, attending to queries, liaising with payroll to resolve queries.
- Independently process time and attendance data and resolve data discrepancies for payroll processing
- Ensure the accuracy and integrity of the automated time and attendance reports for payroll processing
- Review and verify employment records of new and current employees to ensure accurate determination and documentation of staff data in the system
- Respond to inquiries from managers, employees, and other stakeholders on a variety of Human Resources questions, referring more complex questions to the appropriate resource.
- Compensation, Recognition and Reward Management
- Ensure compliance with job grades and reward structure that is in place
- Coordinate employee satisfaction surveys and remuneration surveys
- Responsible for implementation of the survey outcomes

### **Database Administration**

- Coordinate printing and issuing of staff IDs (in plan)
- Coordinate and ensure enrolment of employees in HRIS
- Liaise with ICT to ensure each staff is registered and provided with email address
- Review and remove or deactivate exit staff from the system
- In close collaboration with Payroll Unit ensure HRIS is always up to date
- Ensuring accurate and proper record-keeping of employee information in electronic and digital format.

### **HR Analysis & Reporting**

- Prepare monthly HR reports with a detailed analysis to assist in management decisions
- Support with HR metrics and analytics to support internal and business focused HR reporting.

### **Business Focus**

- Coordinate with HRBPs to conceptualize accelerated change program(s) that will translate to high productivity
- Assist HRBPs on planning to ensure optimal deployment of human capital thus eliminating ad hoc staffing

## **Requirements**

- Bachelor's degree in Human Resources Management, Administration or Social Sciences
- 4 years of experience working as an HR Officer or similar position
- Previous experience in SAGE ERP use is an added advantage
- Knowledge of human resources policies, practices and procedures and ability to apply them in an organizational setting.
- Excellent Communication skills, Analytical skills, Problem solving skills and planning & organizing skills
- Good interpersonal skills with the ability to communicate and work effectively across teams internally and externally
- Excellent personal organizational skills with the ability to multitask, prioritize and meet tight deadlines
- High energy, personal presence, and maturity; demonstrated ability to innovate and support change
- Listening skills as well as the ability to understand people's background and motives Ability to identify issues, formulate opinions, make conclusions and recommendations. Shows pride in work and in achievements
- Ability to use independent judgement and to manage and impart confidential information.

**APPLY HERE**