JOB DESCRIPTION

Programme Name	Corporate Services
Section	Corporate Support
Reports to	Assistant Director, Corporate Services

Job Title	Manager, People, Culture, Organisation
Job Category	Manager/Supervisor
Function	Executive

GENERAL SUMMARY

The Manager, People, Culture, Organisation plays a key role in implementing and reviewing HR initiatives, practices and processes. This position will oversee the full suite of HR responsibilities including recruitment, onboarding, learning & development, performance, compensation and employee relations, and support organisation development initiatives.

DUTIES AND RESPONSIBILITIES

HR Plans & Policies

1. Execute HR plans, as directed by the Management

2. Ensure that HR policy is updated, maintained and adhered to

3. To work with Directors to execute mid-term HR strategies for the organization that are aligned with the overall goals of the organization and direction of the Board of Directors

4. Assist with monitoring various key performance indicators for the organisation as a whole

Recruitment, Selection & Separations

1. To monitor and support the organization's succession planning

2. Ensure that the recruitment and selection process is compliant with local laws and fair employment practices

3. Oversee the updating of job requirements and job descriptions for all positions

4. Develop and maintain a recruiting, testing, and interviewing program

5. Conduct and analyse exit interviews to minimize the turnover rate

Compensation & Benefits

1. Ensure market competitiveness by benchmarking with NCSS salary guidelines or other benchmark studies if necessary

2. Conduct salary review and bonus exercise

3. Develop and maintain a non-salary rewards and benefits system that recognizes the contribution employees make in their role, including both tangible (bonuses, allowances etc) and intangible benefits (positive culture and climate, flexible work practices etc), which contribute to an employee's motivation, engagement and retention

Training & Development

1. Develop and communicate processes and systems for career experience, development and progression for all employees so that employees have a sense of growth, development and progression

2. Facilitate competency assessments including providing support for the development of critical competencies

3. Ensure each individual and department has an implementable and measurable development plan in line with the organisation and department goals, taking into account mid- to long-term growth areas

4. Manage learning and development of employees, to develop different levels of employees from rank-and-file employees/individual contributors to the Senior Management Team as well as high-potential individuals

Performance Management

1. Manage the performance management system incorporating elements such as regular feedback meetings, performance appraisals, calibration and various other processes to manage underperformance

Employee Relations/Engagement

1. Carry out and continuously review and improve disciplinary procedures to maintain a conducive, respectful and productive environment and culture

2. Carry out and continuously review and improve grievance procedures to create an open and honest climate with effective two-way communication between staff and management

3. Support the planning of employee engagement events such as sharing sessions, town halls, retreats etc.

4. Ensure compliance with employment laws and regulations

Others

1. Continually review, evaluate and improve all HR processes and systems; Institute regular and self-sustaining review and implementation cycles with a regular cadence that takes in feedback from key stakeholders

2. Management of employees who report to this position with adherence to organizational values and key leadership framework(s)

QUALIFICATIONS

Education and Experience

1. Bachelor's Degree in relevant field

2. Minimium 5 years of relevant experience. Experience as HR generalist will be advantageous

3. Minimum of 3 years of supervisory experience

Other Requirements

1. Competent in Microsoft suite of applications

2. Strong planning, organizational and problem-solving skills

3. Highly motivated with initiative

4. Ability to work independently and in teams

5. Positive attitude with a "can-do" mentality

6. Digitally fluent, possess openness and skillset to independently and proactively explore how digital tools may augment work and increase productivity

TECHNICAL SKILLS COMPETENCIES (TSC)

	TSC Title	TSC Description	TSC Proficiency Description
1	**Change Management**	Initiate and facilitate organisational changes and business transformation initiatives	<Level 5> Drive change in the organisation and build the necessary infrastructure to ensure effective implementation of change initiatives
2	**Corporate Governance**	Establish, guide and endorse organisation's corporate governance and compliance policy. This includes being aware of the regulatory frameworks and global leading practices in similar organisations	<Level 4> Operationalise corporate governance policies through operational plans to monitor compliance which includes interpreting, executing and communicating corporate governance policies and evaluating compliance with the policies

3	**Department Performance Management**	Develop, implement and review department performance systems to meet strategic plans and objectives by establishing Key Performance Indicators (KPIs), tracking progress and addressing gaps	<Level 5> Develop and communicate strategies and Key Performance Indicators (KPIs) for department performance management to achieve desired department goals
5	**Manpower Planning**	Plan and manage short and long-term manpower resources to ensure optimisation of resources and sustainability of business operations.	<Level 5> Lead the development, implementation and review of manpower and resourcing strategies within the team
6	**People Management**	Manage the recruitment, performance and development of staff	<Level 5> Manage the recruitment, performance and development of teams and assist in succession planning for critical roles
7	**Strategic Planning**	Analyse and interpret the environment and develop department and organisation strategies and policies, in consultation with relevant stakeholders	<Level 5> Drive strategies and policies that are forward looking and focus on impact and sustainability <Level 6> Build actionable strategy plans and policies that are align to HCSA's values forward looking, anticipate risks and focus on impact and sustainability
8	**Strategic Implementation**	Develop implementation plans to achieve organisation and department strategies and goals	<Level 6> Lead the strategy implementation for the organisation that anticipates risk and its critical impact
9	**Workplace Safety and Health**	Establish a workplace safety and health system as well as maintain and comply with Workplace Safety and Health policies and procedures	<Level 4> Implement Workplace Safety and Health (WSH) systems, establish and evaluate WSH policies and risk control measures and work in consultation with WSH personnel and committees in accordance with the WSH Act
10	**Risk Management**	Oversee compliance to policies, frameworks and procedures in the department to ensure the integrity of operations and manage risks	<Level 4> Review and analyse internal and external influencing factors that may impact organisational risk statements and provide

			recommendations and possible solutions to mitigate such risks with relevant stakeholders
11	**Ethics, Values and Legislation**	Apply conduct, ethics, values and relevant legislation to uphold the integrity and reputation of the organisation and the profession	<Level 5>

Implement processes to monitor and ensure organisational activities are in compliance to legal and ethical requirements and are conducted in the best interests of the clients, caregivers and the social service organisation and professionals. Advise on ethical dilemmas and issues and guide resolution |
| 12 | **Stakeholder Management** | Plan and implement strategies to build and manage constructive and positive relationships with stakeholders | <Level 5>

Cultivate strong partnerships with stakeholders through optimal working relationships to achieve organisational and cross-sector goals |
| 13 | **Diversity Awareness and Management** | Apply awareness and sensitivity in working professionally with diverse individuals, groups and communities | <Level 5>

Drive an organisational culture that promotes diversity and inclusion in all aspects of professional practice |

CRITICAL CORE SKILLS (CCS)

	CCS Name	CCS Description	CCS Proficiency Description
1	**Sense Making**	Adopt diverse perspectives in combining ideas or information and making connections between different fields to create different ideas, improvements and solutions	<Intermediate>

Analyse information and data and uncover patterns, opportunities and impacts |
| 2 | **Decision Making** | Choose a course of action from several alternatives developed through a structured process in order to achieve intended goals | <Intermediate>

Implement structured decision making processes and analyse multiple sources of information to propose solutions |
| 3 | **Transdisciplinary Thinking** | Apply concepts from multiple disciplines, and synthesise different areas of knowledge and insights to guide | <Basic>

Explore concepts from outside one's field of expertise to |

		decisions, foster cooperation and drive continuous improvement	supplement one's knowledge, proficiency and work practices
4	**Collaboration**	Manage relationships and work collaboratively and effectively with others to achieve goals	\<Advanced\> Establish team effectiveness and manage partnerships to create a cooperative working environment which enables the achievement of goals
5	**Influence**	Influence behaviours, beliefs or attitudes in order to achieve desired outcomes and solutions	\<Advanced\> Build consensus with stakeholders to achieve desired outcomes on matters of strategic importance
6	**Communication**	Convey and exchange thoughts, ideas and information effectively through various mediums and approaches	\<Advanced\> Synthesise information and inputs to communicate an overarching storyline to multiple stakeholders
7	**Developing people**	Empower others to learn and develop their capabilities to enhance their performance and achieve personal or professional goals	\<Intermediate\> Develop and coach team members to identify and leverage their strengths to enhance performance
8	**Self-Management**	Take ownership of managing one's personal effectiveness, personal brand, and holistic physical, mental, emotional, and social well-being	\<Advanced\> Evaluate strategies to manage own well-being, personal effectiveness and personal brand
9	**Digital Fluency**	Leverage digital technology tools, systems, and software across work processes and activities to solve problems, drive efficiency and facilitate information sharing	\<Intermediate\> Identify opportunities and evaluate risks of integrating digital technology tools, systems and software across work processes and activities