

## JOB DESCRIPTION

<b>Programme Name</b>	Corporate Services
<b>Section</b>	Corporate Support
<b>Reports to</b>	Manager, People, Culture, Organisation

<b>Job Title</b>	Executive, People, Culture, Organisation
<b>Job Category</b>	Individual Contributor
<b>Function</b>	Executive

### GENERAL SUMMARY

Reporting to the Manager, People, Culture, Organisation (PCO), the Executive, People, Culture, Organisation is responsible for the execution of HR administration, as well as assisting with aspects of employee engagement.

The HR executive is responsible for

- HR operations and administration;
- Execution of HR plans;
- Providing support on HR and organisational development matters; and
- Ensuring that all HR practices are compliant with relevant legal and statutory requirements

### DUTIES AND RESPONSIBILITIES

#### **Recruitment, Selection & Separation**

1. Manage the recruitment and selection process under the guidance of Manager, PCO, including placement of job postings, shortlisting of candidates, conducting reference checks and providing guidance to hiring managers;
2. Obtaining the necessary employment permits for non-local employees;
3. Preparation of administrative forms upon commencement of new employees;
4. Manage the offboarding process under the guidance of Manager, PCO, from acceptance of resignation, administration of letter for separation for other reasons, coordinating with relevant parties for handover and offboarding, arranging for exit interviews

### **Compensation & Benefits**

1. Administration of payroll including related statutory submissions such as CPF, Income Tax;
2. Administration of staff benefits including leave, claims, EAP, insurance etc.

### **Employee Engagement**

1. Serve as the first point of contact for the support of employees' needs & enquiries;
2. Communicate regularly with employees regarding HR matters;
3. Provide support in employee engagement/organisation-development events,

### **Administration**

1. Maintain accurate and up-to-date employee records;
2. Provide administrative support for various people practice pillars such as learning & development, recognition and rewards, performance management, people welfare, employee relations and communications, people engagement;
3. Ensure compliance with all statutory and regulatory requirements;
4. Prepare and replenish namecards (whether digital or physical);
5. Any other relevant duties as assigned

## **QUALIFICATIONS**

### **Education And Experience**

1. Minimum Diploma in HR with 3 years' experience in HR Operations; Basic understanding of various HR Operations roles

### **Other Requirements (if any)**

1. Proficient in Microsoft Office suite of applications
2. People-oriented with a service mindset – able to work well with other departments; treats employees as customers
3. Proactive, with the ability to plan ahead, prioritise and work independently
4. Detailed and meticulous
5. Effective communicator – astute listener and able to pick up on subtle cues that others may miss. Effective in spoken and written communication
6. Digitally fluent, possess openness and skillset to independently and proactively explore how digital tools may augment work and increase productivity

**COMPETENCIES**

**Technical Skills Competencies**

	<b>TSC Name</b>	<b>TSC Description</b>	<b>TSC Proficiency Description</b>
1.	<b>Human Resource Policies and Legislation Framework Management</b>	Develop and review human resource (HR) policies and procedures against organisational needs, and in compliance to legislative, ethical and regulatory standards.	<Level 3> Draft human resource (HR) policies for the organisation.
2.	<b>Human Resource Practices Implementation</b>	Implement human resource (HR) practices by integrating local and international requirements, guidelines and best practices.	<Level 2> Implement human resource (HR) practices in the organisation.
3.	<b>Onboarding</b>	Facilitate onboarding programmes to enable to integration and engagement of new hires into the organisation.	<Level 2> Support the implementation of onboarding programmes.
4.	<b>Selection Management</b>	Facilitate the development and implementation of selection strategies and processes to recruit suitable candidates for the organisation.	<Level 3> Implement selection plans
5.	<b>Performance Management</b>	Establish organisation-wide performance management strategies to facilitate performance management, including identification of key performance indicators and employee performance assessment.	<Level 2> Administer performance management processes
6.	<b>Compensation &amp; Benefits Management</b>	Manage the implementation, review and administration of compensation and benefits to employees	<Level 2> Process data and documentation required for compensation and benefits management.  <Level 3> Administer compensation and benefits to employees
7.	<b>Employee Communication Management</b>	Formulate overall employee communication strategies and facilitate conversations to ensure effective and timely dissemination of pertinent	<Level 2> Disseminate information to employees

		information to employees.	
8.	<b>Employee Engagement Management</b>	Drive employee engagement programmes to facilitate commitment from employees to organisational values, vision and objectives.	<Level 2> Administer employee engagement surveys and follow-up programmes
9.	<b>Retirement and Re-employment Management</b>	Manage departures, retention and re-employment of employees at retirement age.	<Level 3> Assess workforce requirements of employees at retirement age
10.	<b>Voluntary Exit Management</b>	Establish and implement frameworks, guidelines, policies and processes to manage voluntary exits.	<Level 2> Administer processes for voluntary employee exits (and involuntary)
11.	<b>Data Collection and Preparation, Management</b>	Collect human resource (HR) data from employees for the purpose of generating business and HR insights  Prepare, structure and manage human resource (HR) data and information to assist in the analyses of business and HR issues	<Level 2> Gather human resource (HR) data using selected tools and techniques  <Level 2> Perform data maintenance, prepare requested human resource (HR) data and generate reports.
12.	<b>Stakeholder Engagement and Management</b>	Manage stakeholder expectations and relationships through effective communication, negotiation and alignment of their needs with the organisation's or human resource (HR).	<Level 2> Perform day-to-day interactions and engagements with stakeholders.  <Level 3> Maintain working level relationships and communication with key stakeholders.

### Critical Core Skills

	<b>CCS Name</b>	<b>CCS Description</b>	<b>CCS Proficiency Description</b>
1.	<b>Problem Solving</b>	Generate effective and efficient solutions to solve problems and capitalise on new opportunities	<Intermediate> Determine underlying causes of problems and collaborate with other stakeholders to implement and evaluate solutions
2.	<b>Creative Thinking</b>	Adopt diverse perspectives in	<Intermediate>

		combining ideas or information and making connections between different fields to create different ideas, improvements and solutions	Integrate multiple ideas and information from across various fields to develop solutions and new ways of working which address specific issues and deliver impact
3.	<b>Customer Orientation</b>	Identify the needs of customers, both internal and external, to deliver an effective customer experience	<Intermediate> Build relationships with customers to anticipate needs and solicit feedback to improve the customer experience
4.	<b>Collaboration</b>	Manage relationships and work collaboratively and effectively with others to achieve goals	<Intermediate> Build relationships and work effectively with internal and external stakeholders to create synergies in working towards shared goals
5.	<b>Adaptability</b>	Exercise flexibility in behaviours or approaches to respond to changes and evolving contexts	<Intermediate> Manage change in evolving contexts
6.	<b>Self Management</b>	Take ownership of managing one's personal effectiveness, personal brand and holistic physical, mental, emotional and social well-being	<Intermediate> Analyse own well-being and personal effectiveness to develop strategies to regulate self and build personal brand