

JOB DESCRIPTION

Programme Name	Corporate Services
Section	Human Resource
Reports to	Head, People, Culture & Organisation
Job Title / Designation	Manager, People, Culture & Organisation
Staff Category	Permanent

GENERAL SUMMARY

This role leads HR initiatives across the full spectrum of HR functions—talent management, recruitment, onboarding, learning & development, performance, compensation, employee relations, and organisational development.

DUTIES AND RESPONSIBILITIES

HR Strategy & Policy

1. Execute HR plans and review policies aligned with various KPI for the organisation as a whole
2. Collaborate with Head of Dept and Board of Directors on mid-term HR strategies that are aligned with the overall organisational goals

Talent Management

1. Oversee recruitment, onboarding, succession planning, and offboarding
2. Ensure compliance with local labor legislation and fair employment practices
3. Oversee and review workflow processes and procedures of recruitment, including updating of JD for all positions
4. Review offboarding process and procedures, and analysis of turnover rate

Compensation & Benefits

1. Conduct salary reviews and benchmark against NCSS guidelines, or other benchmark studies, if necessary
2. Develop tangible and intangible reward systems

HCSA Community Services

Multi-service Social Service Agency with IPC status and a member of NCSS • UEN S97SS0023J

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Learning & 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. Implement career development frameworks and provide support for the development of critical competencies
3. Manage L&D for all levels of employees, including 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 Engagement & Relations

2. Maintain and continuously review Disciplinary and Grievance procedures
3. Support and plan engagement initiatives like sharing sessions, town halls and retreats, etc
4. Ensure legal compliance and align with organisational requirements for quality management, health & safety, and promote a respectful workplace culture

Process Improvement & Leadership

1. Continuously review, evaluate and enhance all HR systems and processes.
2. Management of employees, with adherence to organisational values and leadership framework(s).

QUALIFICATIONS

Qualifications

1. Bachelor's Degree in a relevant field
2. Minimum 5 years of HR experience; generalist background preferred
3. At least 3 years in a supervisory role

Other Requirements

1. Proficient in Microsoft suite of applications.
2. Strong planning, organisational and problem-solving skills.
3. Independent, team-oriented, and proactive with a positive "can-do" mindset.
4. Digitally fluent, possess openness and skillset to independently and proactively explore how digital tools may augment work and increase productivity

WORK ARRANGEMENTS

Work Place: Location: 1 Lorong 23 Geylang

Work Arrangement: Full-time (42-hour work week), Permanent

Salary: \$4000 - \$5000

COMPETENCIES¹

Technical Skills Competencies (TSC)

	TSC Title	TSC Description	TSC Proficiency Description
1.	Human Resource Policies and Legislation Framework Management	Develop and review human resource (HR) policies and procedures against organisational needs, and in compliance to legislative, ethical and regulatory standards.	Level 4 Develop human resource (HR) policy documents in adherence to legislative requirements.
2.	Human Resource Practices Implementation	Implement human resource (HR) practices by integrating local and international requirements, guidelines and best practices.	Level 3 Review human resource (HR) practices and recommend enhancements.
3.	Organisational Culture Development	Facilitate the development of the desired organisational culture in alignment with the organisation's brand and business imperatives.	Level 4 Embed organisational culture in human resource (HR) practices and programmes.
4.	Organisational Strategy Development	Influence the organisation's business strategies from the perspective of HR and workforce capability	Level 4 Translate organisational strategies into specific action plans.
5.	Strategic Workforce Planning	Develop workforce strategies and plans to determine the manpower and capabilities needed for the future.	Level 4 Develop workforce planning processes and recommendations to meet capability requirements.
6.	Human Resource Analytics and Insights	Deploy statistical and analytical techniques and tools to generate human resource-related insights and projections to support the business.	Level 3 Conduct data analyses and statistical modelling to derive insights.
7.	Stakeholder Engagement and Management	Manage stakeholder expectations and relationships through effective communication, negotiation and alignment of their needs with the organisation's or human resource (HR).	Level 4 Engage stakeholders to align their needs with organisational or human resource (HR) objectives.

8.	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
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Critical Core Skills (CCS)

	CCS Name	CCS Description	CCS Proficiency Description
1	Transdisciplinary Thinking	Apply concepts from multiple disciplines, and synthesise different areas of knowledge and insights to guide decisions, foster cooperation and drive continuous improvement	<Basic> Explore concepts from outside one's field of expertise to supplement one's knowledge, proficiency and work practices
2	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
3	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
4	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
5	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