

Manager - HR & Admin			
Job Title	Manager - HR & Admin		
Division	Human Resources		
Department	Human Resources		
Section	Human Resources		
Location	IBU-Egypt	Direct Reports	HR & Admin Officer
Reports To	National Manager - HCM	Version Number	1
External Relations	Manpower Agencies	Guide Number	
Internal Relations	All departments in IBU	Job Code	

Basic Function

Implementing strategic human resources programs and initiatives to maintain an effective and engaged workforce geared to achieve business objectives and secure SMSA's status as an Employer of choice, providing support to departments and branches of the company by overseeing the implementation and provision of administrative support and service required to achieve performance in accordance with the company objectives. Fully understand, drive, and promote SMSA's vision, culture, and values.

KEY Responsibilities

General

- oversee all administrative activities of the company, ensuring all work processes are maximized for efficiency.
- Engage employees to enhance work productivity and individual work performance.
- Recruit, evaluate, and train all staff.
- Provide employees with basic amenities, training, and resources required for work.
- Provide training to employees to improve their knowledge and skills and help them perform their work better.
- To guarantee the benefits are provided to staff as mandated by law.
- Obtain quotations from the top 3-7 medical insurance provider companies, in this Service our main focus is to provide the best service to our employees with Benefits and network providers (Hospitals).
- Ensure employees adhere to the organization's policies and procedures.
- Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning.
- Maintain staff retention and reduce the staff turnover rate.
- Verify the commitment of all employees belonging to the management with regard to administrative regulations and procedures adopted in the company and ensure they are not exceeding the powers granted to them (in the range of competence).
- Oversee the administrative procedures for staff (i.e., attendance and leave, holidays, performance evaluation) and provide a report to the Director of the Department.
- Coordinate and development of the annual divisional budget; negotiate, coordinate, and administer grants and contracts.

- Conduct regular meetings with employees to understand and resolve their problems and note their suggestions.
- Support the management in determining the goals and policies of the organization.
- Assume other assignments directed by direct managers.
- Submit proposals and recommendations contributing to business department development.
- Execute all human resource management decisions.
- Maintain a current personnel file for each employee and monitor employee adherence to human resources policies and procedures.
- Recommend equitable administration of salary policies, structure, benefits, and promotion, recruitment, and termination policies; as well as suggest and discuss changes to personnel policies and procedures and communicate changes to all the employees.
- Arbitrate, in coordination, on cases of misconduct; initiate appropriate disciplinary action.
- Assist the senior management with any special HR functions, i.e., incentive scheme design, compensation and benefits planning, and succession planning for key positions.
- Building and maintaining relationships with government sectors and relevant labor and local works councils' authorities, and ensuring company adherence to relevant laws and legislator requirements.
- Conduct meetings with the HR team to discuss workflow.

Planning

- Review budget management, maintenance and management plans for the company's facilities, inventory, materials, and tools required for maintenance operations, and plans for the provision of administrative needs and services.
- Coordinate with all departmental heads and senior management to determine the annual manpower budget and develop manpower plans.
- Assist the senior management in evaluating target jobs to achieve required departmental restructuring and/or changes in grades/levels.
- Document and update periodically the job descriptions of the employees in coordination with top and senior management instructions.
- Maintain a succession plan or benchmark strength for the company to ensure it is effectively resourced for the future in line with management development and career planning objectives as well as future demands of the business.
- Initiate and develop a Management Development Plan in line with the actual and future demands of the business.

Recruitment

- Assist departmental managers in the recruitment of staff. To maintain the required percentage.
- Liaise with recruiting agencies and maintain information on personnel sources.
- Arrange interviews and conduct preliminary screening interviews with candidates.
- Assist with negotiating salaries and benefits packages of selected employees.
- Carry out all necessary placement activities for selected employees including orientation with the company rules and regulations.
- Manage internal and external recruitment and searches for all positions in the company; ensuring a high level of quality and competencies in line with business demands.
- Ensure that new employees are properly inducted to their duties and responsibilities and about the policies and procedures of the company.

Training and Development

- maintain current training records of all employees.
- Coordinate with departmental heads to determine training needs for employees.
- Assist departmental heads in coordinating appropriate technical and management training courses with approved training agencies.
- Ensure effective implementation of employee performance appraisal policies and procedures.
- Assist the senior management in coordinating periodical employee evaluation.
- Motivate all employees through the delivery of Employee development programs (EDP).
- Assess training needs and coordinate training programs both internally and with external institutions.
- Educate internal managers and employees on the importance of HR function and HR deployment.
- Ensure effective performance management system; addressing employee relations issues and minimizing the level of conflict through employee and managerial coaching/mentoring.

Payroll

- Assist senior management in determining new compensation and benefits structures.
- Maintain all payroll-related information and ensure accurate and timely updates of this information to support monthly payroll.
- Prepare the Group's payroll and forward it to the Finance Department for verification and disbursement.
- Ensure salary levels, bonus schemes, and benefit packages are competitive and in line with market practice.
- Review and sign increment letters and promotion letters provided to employees and ensure the accurate implementation of company increment and promotion decisions.

Organization

- Analyze, recommend, and implement the most effective and appropriate organizational structure to support the business strategy and overall mission of the company.
- Examine organizational structure, levels of authority, and hierarchy to develop sustainable talent management and succession plans through the identification of future leaders.
- Develop core competencies for all role profiles within the organization.
- Develop and deliver human resources strategies in line with corporate objectives.
- Devise and implement organizational HR policies and procedures and maintain employee access portal.
- Set KPIs and objectives for the HR department, and facilitate monthly reviews to ensure their delivery.
- Maintain Guide champion responsibilities and record keeping of progress by conducting monthly audits of documents, acknowledgments of any changes, and uploading amendments before the deadline.

Finance

- Manage spending and focus on the reduction of fixed overheads.

Administration Services

- Review administrative support annual proposed budget and give suggestions for its modification and approval.
- Ensure cost-efficient administrative support departments in all regions.
- Coordinate with other senior managers in all aspects related to administrative support.

- Analyze and organize office operations and procedures to ensure the efficiency of correspondence, filing, requisition of supplies and other administrative services.
- Evaluate office processes and suggest new methods and procedures to improve efficiency and work flow.
- Verify travel and accommodation arrangement services are provided to the Group's employees effectively and efficiently.
- Ensure provision of necessary support activities for events hosted by the company.
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Facilities Management

- Oversee maintenance and improvement of company facilities and security.
- Track and evaluate all real estate contracts.

Maintenance

- Ensure proper maintenance and provision of effective housekeeping services for office facilities.
- Ensure efficient provision of any other administrative type of services as per the instructions.
- Oversee the Maintenance of buildings, branches, and equipment.

EHS

- Understand and adhere to the company's environmental and safety policies.
- Regularly attend safety training and awareness sessions.
- Always use personal protective equipment (PPE) where required.
- Immediately report any environmental or safety concerns.
- Actively participate in emergency drills and respond as trained.
- Be aware and comply with all legal requirements related to environmental health and safety.
- Encourage colleagues to adopt safe and environmentally friendly practices.

Competencies - Professional and Technical	
Behavioral Competencie	
Decision Making	Level 4
Influence	Level 4
Networking/Relationship building	Level 4
Planning & Organizing	Level 4
Resource Management	Level 4
Visioning & strategic Direction	Level 4

Competencies – EHS
<p>Knowledge of basic environment health and safety requirements</p> <p>EHS corporate objectives awareness</p> <p>Awareness of EHS requirements in the QEHS management systems</p> <p>Have attended EHS awareness training (if applicable)</p> <p>Awareness of Environment Health Safety incident reporting</p>

Organizational Competencies
Intermediate
<i>*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)</i>

Decision Making

Key Performance Indicators (KPIs)
Abide by the goal setting forms (Individual KPI'S) of the current financial year

Qualification : Education and Experience
<p>Bachelor's Degree (Preferred specialization in their field of work).(Those in finance/ accounting jobs must be a CPA or equivalent.),. At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position</p> <p style="text-align: center;">or</p> <p>Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position</p> <p>*Note: Industry Experience wherever its applicable</p>

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:
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Updated by:	Date:	Approved by:	Date:

Employee Name:

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.
Management reserves the right to amend the Job description at any time without prior notice.

Signature:	Date: