

Director - Human Resources and Administration

Job Title	Director		
Division	Human Resources and Administration Division		
Department	Human Resources and Administration Management Department		
Section	Human Resources and Administration		
Location	Head Office	Direct Reports	National Mngr. HRD/Admin
Reports To	MD	Version Number	1
External Relations		Guide Number	7019
Internal Relations	All Departments	Job Code	

Basic Function

Providing support to departments and branches of 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 vision, culture and values. 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.

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 administrative 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.
- 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.
- Verify commitment of all employees belonging to the management with regards 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 report to Director of the Department.
- Coordinate development of the annual divisional budget; negotiate, coordinate, and administer grants and contracts.
- Conduct monthly meetings with employees to understand and resolve their problems and note their suggestions.
- Support the management in determining goals and policies of the organization.
- Assume other assignments directed by the Managing Director.

- Guide and motivate staff to manage their performance efficiently; monitor staff performance to ensure proper functioning.
- Oversee the administrative procedures for staff to manage (i.e., attendance and leave, holidays, performance evaluation) and provide report to Director of the Department.
- Verify the commitment of all employees responsible for management of administrative regulations and procedures adopted in the company and ensure they do not exceed the powers granted to them (in the range of competence).
- Inform the staff to administer the directives and instructions issued by the Director of Administration and confirm their application.
- 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; and update the file of the employee for the disciplinary action.
- Assist the senior management with any special HR functions, i.e., incentive schemes 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 ensure company adherence to relevant laws and legislator requirements.
- Conduct meetings with staff management personnel to discuss workflow.
- Achieve HR, admin & Training KPI's
- Inventory accuracy (Monthly /Yearly)
- Maintain related ISO certificates

Planning

- Review and approve 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.
- Plan office layouts to maximize efficiency and effectiveness.
- 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 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 recruitment of staff.

- Liaise with recruiting agencies and maintain information on personnel sources.
- Arrange interviews and conduct preliminary screening interview 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 the company; includes overseeing the recruitment of managers and supervisory personnel as well as ensuring 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.
- Analyze and generate yearly evaluation report for each department and grade.
- Motivate all employees through the delivery of personal development programs (PDP).
- Assess training needs and coordinating 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 the organization, and facilitate monthly reviews to ensure their delivery.

Finance

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

Information Technology

- Oversee the selection and implementation of HR systems including HRMS (Oracle ERP)

Administration Services

- Review administrative support annual proposes 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 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.
- Formulate procedures for systematic retention, protection, retrieval, transfer, and disposal of records.
- Ensure provision of necessary support activities for events hosted by the company.
- Ensure effective and efficient management of the company fixed assets including buildings, cars, furniture, and equipment.
- Ensure timely payment of office rents, insurance premiums, telecommunication services, and office maintenance charges.
- Ensure efficient provision of any other administrative type of services as per the instructions of the company MD.

Facilities Management

- Oversee maintenance and improvement of company facilities and security.
- Track and evaluate all real estate contracts.
- Evaluate all contracts and submit an evaluation report to the MD including the main problem and the proposed solutions.

Inventory Management

- Oversee all the storeroom operations.

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.
- Ensure fleet maintenance contracts are in accordance with an adequate schedule, follow up with the vendor to ensure proper services, and ensure that contract provides prompt replacement of vehicles under maintenance.

Translation

- Oversee all translation services.

Reports

- Prepare daily, weekly and monthly performance reports regarding company Administration.

EHS

- Ensuring that all safety related equipment and systems, particularly firefighting, alarm, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Overseeing and monitoring all the work activities in order to make sure that work- and job-related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs, communication & management
- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

Business Continuity

- Providing leadership, commitment, support, and resources to the BCMS.
- Assign responsibilities and authorities for other BCMS roles.
- Establishing and communicating the BC policy.
- Ensuring the performance of the BCMS is monitored, reviewed, and continually improved.
- Promoting and contributing to the BC culture

Competencies - Professional and Technical

Behavioral Competencies

Adaptability	Level 3
Communication	Level 3
Organizational & Environmental Awareness	Level 3

Competencies – EHS

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

Organizational Competencies

Advanced

*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

Decision Making

Key Performance Indicators (KPIs)

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

Qualification : Education and Experience

•Bachelor's Degree (Preferred specialization in their field of work).Must have at least ten (10) years of related work experience, 5 years of which should be in senior managerial/ executive capacity

Date Of Release

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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.

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