

### Job Description

<b>Position Title</b>	:	Manager/Senior Manager - Talent & Operations
<b>Department</b>	:	Office of People and Culture
<b>Reporting To</b>	:	Head of People and Culture
<b>Type of Position</b>	:	Permanent - Full Time

#### **POSITION DESCRIPTION**

The Manager/Senior Manager - Talent & Operations will be responsible for leading and executing strategic talent acquisition initiatives, managing end-to-end recruitment processes, and overseeing overall HR operations. This role requires a proactive leader who can enhance employer branding, streamline HR processes, and develop talent management strategies to attract, engage, and retain top local and global talent.

#### **DUTIES AND RESPONSIBILITIES**

##### **Talent Acquisition & Management:**

- Develop and execute strategic talent acquisition plans to attract and retain high-caliber candidates, ensuring alignment with organizational goals.
- Oversee the full-cycle recruitment process, including workforce planning, sourcing, screening, interviewing, selection, and onboarding, ensuring a seamless candidate experience.
- Build and maintain a proactive talent pipeline, ensuring a strong pool of qualified candidates for current and future hiring needs.
- Partner with leadership and hiring managers to assess talent needs, develop targeted recruitment strategies, and drive workforce planning.
- Leverage data-driven insights and talent analytics to optimize hiring decisions, track key recruitment metrics, and refine talent acquisition strategies.
- Champion diversity, equity, and inclusion (DEI) initiatives in recruitment strategies to foster a diverse and inclusive workplace.

##### **Operations & Analytics:**

- Lead and oversee employee benefits programs, including gratuity, health insurance, retirement plans, wellness initiatives, leave policies & provide recommendations based on industry benchmarks and Institution objectives.
- Design, implement, and manage compensation structures, ensuring internal equity and external competitiveness in partnership with leadership.
- Development, implementation, and continuous improvement of HR policies, processes, and compliance frameworks in alignment with labor laws and regulatory requirements.
- Oversee the entire employee lifecycle, ensuring smooth execution of onboarding, performance management, and exit processes
- Ensure the seamless delivery of HR services by optimizing HR systems and automation for operational efficiency.
- Supervise HR transactions and administration, including payroll processing, benefits administration, and regulatory reporting, ensuring accuracy and compliance.
- Maintain accurate and up-to-date employee records, including personal data, contract terms, compensation structures, and benefits.

#### **REQUIRED JOB SPECIFICATIONS**

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<b>Key Qualifications &amp; Experience:</b>	<ul style="list-style-type: none"> <li>✓ Master's degree in Human Resources, Business Administration, or related field.</li> <li>✓ 7+ years of progressive HR experience, with at least 2 years in a managerial role.</li> <li>✓ Proven expertise in talent acquisition, HR operations and benefits management.</li> <li>✓ Strong knowledge of labor laws, compliance, and HR best practices.</li> <li>✓ Excellent leadership, communication, and stakeholder management skills.</li> <li>✓ Strong analytical and problem-solving abilities.</li> <li>✓ Ability to work in a fast-paced and dynamic environment.</li> <li>✓ Certification in HR (e.g., SHRM, PHR, CIPD) is a plus.</li> </ul>
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<b>REQUIRED JOB COMPETENCIES (Technical and Soft Skills)</b>		
<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
<b>1.</b>	Communication skills (verbal and written)	High
<b>2.</b>	Problem solving skills	High
<b>3.</b>	Leadership	High
<b>4.</b>	Negotiations and Budgeting	High
<b>5.</b>	Conflict resolution	Medium
<b>6.</b>	Decision-making	High
<b>7.</b>	Organizational skills	High
<b>8.</b>	Time management skills	High

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