

Job Title:	HR Business Partner	Reports to:	Deputy Director, Human Resources
Unit:	Human Resources (HR)	Division	Human Resources (HR)
Grade:		Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
Serve specific organisation divisions and/or departments as the HR interface in delivering the Business Strategy through managing the HR relationship with the business and providing full range HR operational and strategic support. This will be achieved by creating and implementing HR Plans that support optimal business performance in all areas of Human Resource in line with HR policy standards and industry best practice. Provide functional leadership to the administrative support officers of the team.

Key Result Areas		
Perspective	% Weighting <i>(to add up to 100%)</i>	Output
Financial	30%	<ul style="list-style-type: none"> Structure and implement productive workforce plans within budgeted cost, thus attaining a desired profit per head ratio against the defined strategy roadmap. Manage the success of Human Resources financial strategies of the assigned divisions and/or departments by estimating, forecasting, and anticipating requirements, trends, and variances; aligning monetary resources; developing action plans; measuring and analysing results; initiating corrective actions; minimizing the impact of variances. Monitor the approved staff costs and head count budget of the assigned divisions and/or departments to ensure it remains within the approved limit.
Customer	30%	<p>Work jointly with stakeholders and team to ensure the implementation of people strategies within the assigned divisions and/or departments more so:</p> <ul style="list-style-type: none"> Accountable for the effectiveness of the Human Resources Business Partnership in supporting the assigned divisions and departments strategically. Recruiting the right talent through effective implementation of the hiring systems (policies, processes and tools) in attracting and selecting people with competitive attributes and skills.

		<ul style="list-style-type: none"> • By aligning staff to business objectives, ensuring the realisation of performance (result-oriented) culture, evidently driven by suitable performance management practices and leadership development programmes. • Ensure that the Compensation, Benefits and HR Analytics outcomes are relevant in supporting total reward within the assigned divisions and/or departments, that enhances talent engagement and productivity. • Enhance the divisions and/or department's competencies and capabilities through development and implementation of learning and development strategies and systems that are effective in enhancing staff performance and productivity. • Support employee engagement and the development of quality of leadership experienced, which translates into innovation, conducive work environment. • Support the development of departmental succession plans. • Contribute to the updating of HR policies and practices.
Internal business processes	20%	<ul style="list-style-type: none"> • Collectively drive the HR Division's adherence to approved policies and procedures and provide value-adding feedback for continuous improvement and achievement of a satisfactory departmental Audit. • Be an advocate for efficient, impactful engagement and accurate delivery of service to drive a world-class customer experience culture. • Proactively participate in organisation projects.
Learning and growth	20%	<ul style="list-style-type: none"> • Maintain own high performance and work closely with the team leader in the functional management of the HR Business Support Officer. • Own up-to-date and actioned competency assessments and development plans. • Work towards observing the bank values and service standards to ensure a good departmental CSI score • Achievement of annual learning hours as per the performance management guidelines.

NCBA Values	
<ul style="list-style-type: none"> • Driven - We are passionate, make bold decisions and learn from our failures. We seek new challenges and appreciate different views constantly raising the bar. We explore our full potential. • Open - Our interactions are candid, honest and transparent. We listen to each other and our clients. We are inclusive and always respect each other. • Responsive – We put our customer's interests at the heart of all that we do. We are proactive, act quickly and resolutely to deliver results. We keep it simple and seek new ways to improve. • Trusted - As a trusted partner we do what is morally right always. We keep our word. We are accountable and believe in each other. 	

Ideal Job Specifications	
<p>Academic: Bachelor's degree from a recognized accredited university.</p>	
<p>Professional: At least 8 years' experience in HR, 3 of which should have been in a management capacity in a similar sized organisation. Completed or ongoing CHRP Certification.</p>	
<p>Desired work experience: Proven track record of consistently supporting the achievement of an organisation's people strategy, with a market reputation of being a trusted advisor on matters pertaining to HR. In-depth knowledge of the local banking industry, banking products, banking services and banking regulations. Sound working knowledge and understanding of all labour regulations and practices.</p>	

Technical Competencies	
HR Management	<p>All rounded HR practitioner who engages with stakeholders at the highest levels across the organisation.</p> <p>Continuously gathers evidence to determine the value the organisation is delivering today, and needs to deliver in the future, and puts in place and drives the necessary strategies and frameworks maintain and grow positive engagement.</p> <p>Contributes to policy development for the HR field within country / region.</p>
Banking and Commercial Acumen	<p>Seasoned commercial thinker, proficient with depth of experience in areas of business and banking.</p> <p>Ability to adapt to and work in different functions.</p>
Leadership	<p>Is a change catalyst, can initiate and implement change to enhance teams and organisations delivery.</p> <p>Creates an environment that benefits everyone in it and lifts the entire organization.</p> <p>Has the political intelligence to navigate a way through diverse stakeholders' agendas and the resilience to sustain high performance under continued pressure and adversity</p>

Behavioural Competencies	
Emotional Intelligence	<p>Knows own strengths and limits; aware of own emotions and the effect they have on others and has the self-control to keep disruptive emotions and impulses in check.</p>

Behavioural Competencies	
Social and Cross-cultural Awareness	Interacts with people (colleagues, customers, stakeholders and the public at large) in different social and cultural environments, showing respect and positive regard for them in an ethical and appropriate that are consistently with the values of the organization.
Agile	Able to change plans, methods, opinions or goals in light of new information, with the readiness to act on opportunities.