

Job Title:	HR Business Partner Support Manager	Reports to:	Senior HR Business Partner
Unit:	Human Resources	Division	Human Resources
Grade:	Band 5	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement
To support the Senior HRBP in resourcing and management of the on boarding process to achieve the delivery of the ambitious business strategy in the assigned department. This will be achieved by creating and implementing HR Plans in line with HR policy standards and industry best practice.

Key Result Areas		
Perspective	% Weighting (to add up to 100%)	Output
Financial	30%	<ul style="list-style-type: none"> Support the Planning and Implementation of departmental headcount Monitor the approved staff costs and head count budget to ensure it remains within the approved limit.
Customer	30%	<p>Work jointly with Senior HRBP to ensure the implementation of people strategies within the department:</p> <ul style="list-style-type: none"> Effective implementation of the hiring systems (policies, processes and tools) in attracting and selecting people with competitive attributes and skills. Enhance staff competencies and capabilities through development and implementation of learning and development strategies and systems that are effective in enhancing productivity. Ensure quality on boarding of staff within the assigned department. Realisation of performance (result-oriented) culture, evidently driven by suitable performance management practices Ensure that the Compensation, Benefits and HR Analytics outcomes are relevant in supporting total reward that enhances engagement and productivity.
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.

		<ul style="list-style-type: none"> Proactively participate in organisation projects.
Learning and growth	20%	<ul style="list-style-type: none"> Maintain own high performance and work closely with the Senior HRBP in the management of the key HR deliverables. 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.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Functional Reports	N/A
Indirect Reports	Assigned HR Intern

NCBA Bank Core Value Behaviours (Performance Drivers)
<p>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.</p> <p>OPEN: - Our interactions are candid, honest and transparent. We listen to each other and our clients. We are inclusive and always respect each other.</p> <p>RESPONSIVE: - We are proactive, act quickly and resolutely to deliver results. We put our customer's interests at the heart of all that we do. We keep it simple and seek new ways to improve.</p> <p>TRUSTED: - As a trusted partner we do what is morally right always. We keep our word. We are accountable and believe in each other.</p>

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. HR Certification recognized by IHRM (e.g. Diploma in HRM /CHRP ongoing or completed)</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 HR 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 organization 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>
Social and Cross-cultural Awareness	<p>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.</p>
Agile	<p>Able to change plans, methods, opinions or goals in light of new information, with the readiness to act on opportunities.</p>