

**QUALIFICATIONS AND DUTIES**

**Organisation:** Tourism Authority  
**Post:** Manager, Human Resources

**Qualifications:** By Selection from among candidates possessing:

- A. Degree in Human Resource Management or Management with specialisation in Human Resource Management from a recognized institution or an equivalent qualification acceptable to the Authority.
- B. Candidate should :
  - (i) reckon at least 5 years' post qualification experience in a senior position in the field of human resources management.
- C. Candidate should :
  - (ii) be fully conversant with human resource policies, rules, regulations, practices, and related legislation for the Public Sector and the latest trends in Human Resource Management;
  - (iii) possess good leadership, strong communication, interpersonal and negotiating skills;
  - (iv) possess good problem-solving skills and the ability to analyse complex human resources matters;
  - (v) have the ability to work in a multi-disciplinary team;
  - (vi) is capable to work under pressure and meet tight deadlines;  
and
  - (vii) be computer literate

**Candidates should produce written proven evidence of experience claimed.**

**Role and Responsibility:** To be responsible to the Director for providing professional human resources service as well as co-ordinating and implementing human resource policies, strategies, system and processes in line with the goals and objectives of the Authority.



**Duties:**

1. To be responsible for the day-to-day management of the Human Resources Unit of the Authority.
2. To advise on all matters relating to human resources polices, practices and procedures and to develop a HR Manual and Staff Handbook.
3. To ensure that:
  - (i) ensure that human resources policies, rules, regulations, and procedures are properly interpreted and consistently applied so that all employees are treated fairly and equitably; and
  - (ii) schemes of service are properly drafted and existing ones are reviewed to meet organisational needs in terms of roles and responsibilities.
4. To develop in consultation with Heads a strategic approach to human resources management and development to ensure the effective achievement of the organisational goals and objectives.
5. To carry human resource planning and forecasting to match human resource requirements in terms of number, roles, and level of responsibilities with organisation needs
6. To ensure the successful implementation and sustainability of all modernisation, reforms and change management initiatives in the field of human resource management.
7. To prepare human resource proposal in the context of budgetary exercise.
8. To liaise with Managers /Heads to establish a manpower and succession plan for their respective section/unit.
9. To assist in carrying research and studies work in problem area.
10. To supervise and provide proper guidance and coaching to subordinate staff.
11. To conduct Training needs, Analysis, assist in the mounting of appropriate training courses and to evaluate effectiveness of training.
12. To develop and implement organisation design and work processes.
13. To act Chairperson/Members/Secretary of committees and sub committees of the Board relating to human resources matters.
14. To assume overall responsibility of all the Human Resource functions including, recruitment and selection, induction programme for new employees, leading performance management and addressing performance and competencies gaps identified, training and



human resource development, career development, employee welfare, health and safety, industrial relations and prompt settling of grievances, disputes and conflicts, ensuring employee record and files are properly maintained, preparing HR documentation, and grooming etiquette.

15. To represent the Authority in the Court/Commission for Conciliation and Mediation/Tribunal cases/Ministry of Labour, Human Resource Development and Training in respect to human resource matters and to ensure proper follow up action.
16. To create and sustain a solid relationship network within the organisation and to assist in maintaining a positive pulse in the organisation for employee commitment and culture.
17. To be responsible for the management and organisation of transport.
18. To use ICT in the performance of duties.
19. To perform such other duties directly related to the main duties listed above or related to the delivery of output and results expected from the Manager, Human Resources in the roles ascribed to him/her.

**Note: The Manager, Human Resources may be required to work on staggered hours.**

