

MRA Job Description

Job Title: Technical Officer	Department: Human Resources & Training
Immediate Supervisor: Team Leader, Human Resources & Training	Grade: 4

Purpose of Job:

To carry out various human resource functions, in particular those relating to the promotion of sound employment relations between management and employees/staff association, staff welfare and discipline.

Main Duties and Accountabilities

- 1) Implement HR policies and procedures to ensure effective, fair and consistent management of staff throughout the organization;
- 2) Implement and maintain a process of employee communication so that all staff are informed of MRA's human resource policies and practices;
- 3) Deal with staff association and follow-up on cases of representations/complaints made;
- 4) Provide inputs on matters to be discussed with MRA legal advisers relating to employment laws, court cases, etc;
- 5) Process disciplinary cases, including servicing Disciplinary Committees and ensuring appropriate follow up action thereon;
- 6) Organise welfare activities for the benefit of staff in line with MRA's social responsibility;
- 7) Carry out activities in line with MRA's corporate responsibility (CSR);
- 8) Implement Employee Assistance Programme and ensure follow up thereon;
- 9) Carry out regular surveys to assess employee satisfaction/engagement to the organisation;
- 10) Devise and implement appropriate measures to promote employee participation/involvement in projects formulation and new initiatives ;
- 11) Carry out any other HR functions/ activities as may be assigned by Director, Human Resources and Training;
- 12) Conduct such other cognate duties as may be assigned.

Knowledge

To be fully conversant with:

- ✓ Human Resource Management policies, strategies and practices
- ✓ Staff training, development and recognition
- ✓ HRM legislations, regulations and procedures

Skills

- ✓ Team building skills
- ✓ Problem solving skills
- ✓ Effective communications skills
- ✓ Time management skills

Personal Attributes

- ✓ Maintain high standards of conduct
- ✓ Demonstrate sound work ethics
- ✓ Proactive & flexible
- ✓ Ability to perform under pressure and prepared to work at odd hours