

<b>Job Title:</b>	<b>Human Resources Officer</b>	Reports to:	Manager, Human Resources
Unit:	Human Resources	Department:	Human Resources
Grade:		Date:	
Job Holder:		Supervisor:	
Signature		Signature:	
<b>Job Purpose Statement</b>			
<p>To support the Bank's business strategy by providing accurate HR operations, analytics, and reporting services that drive workforce planning, talent management, regulatory compliance, and operational efficiency. The role will also act as a key HR contact for employees, supporting the implementation of HR plans, maintaining data integrity and confidentiality, and ensuring HR services align with policy standards and best practices.</p>			
<b>Key Responsibilities</b>			
<p><b>Financial</b></p> <p><b>Financial</b></p> <ul style="list-style-type: none"> <li>• Timely end-to-end processing of the Bank's payroll, ensuring accuracy, data integrity, and adherence to regulatory requirements.</li> <li>• Prepare and file all statutory deductions within specified timelines.</li> <li>• Support budget tracking through accurate headcount and HR cost reporting.</li> <li>• Update staff salary details promptly when changes occur.</li> <li>• Ensure HR data integrity across all relevant systems.</li> <li>• Prepare monthly HR reports</li> <li>• Conduct staff loan appraisals and process staff loans in line with policy and procedures.</li> </ul> <p><b>Customer</b></p> <ul style="list-style-type: none"> <li>• Conduct document verification and reference checks for successful candidates in liaison with the HR Manager.</li> <li>• Ensure documentation and filing for all staff are up to date and compliant.</li> <li>• Track contract renewals to ensure timely performance appraisals, issuance of notices, and renewals.</li> <li>• Track probation confirmations to ensure timely probation appraisals and confirmations.</li> <li>• Provide timely and accurate HR data, reports, and insights to internal and external customers.</li> <li>• Administer the medical scheme, group life, and group accident insurance schemes, ensuring smooth operations within budget.</li> <li>• Renew insurance schemes as required and update on new entrants and exits.</li> <li>• Follow up with insurers for reimbursements or payments.</li> <li>• Manage the staff exit process, including the computation of terminal benefits and coordination of all exit formalities.</li> </ul> <p><b>Internal Business Process</b></p> <ul style="list-style-type: none"> <li>• Maintain and update HR data across HRIS, payroll, and recruitment platforms, ensuring integrity, confidentiality, and compliance.</li> <li>• Monitor, track, and analyze key HR metrics including headcount, turnover, diversity, learning hours, leave management, employee engagement., etc</li> <li>• Ensure compliance with internal controls, labor laws, and HR reporting requirements specific to the banking sector.</li> <li>• Support data audits, HR system upgrades, and HR digital transformation initiatives to enhance operational effectiveness.</li> </ul>			

- Maintain an up-to-date and accessible filing system for all employee documentation, both electronic and hard copy, ensuring compliance with regulations and bank policy.
- Receive, file, and archive staff documentation, ensuring all employee files are complete and current.
- Create staff files for new employees, ensuring all onboarding documentation is properly filed.
- Safeguard employee data security and ensure proper documentation and compliance with regulatory requirements.
- Provide administrative support to the HR function, including the preparation of letters, mail management, filing, and photocopying.
- Continuously seek improvements in HR reporting, analytics, and data management through best practices and emerging HR technologies.

### **People**

- Support HR operational activities such as onboarding, employee changes, offboarding, leave processing, and other administrative tasks.
- Collaborate with divisional heads regarding leave management and employee lifecycle events (onboarding, confirmation, exit).
- Engage proactively with staff by providing updates on insurance and policy changes, improving employee communication and satisfaction.

### **Our Values**

#### **Customers First**

- We listen proactively to our customers to understand their needs and expectations.
- We integrate the voice of the customers in new product and service developments.
- We go the extra mile when serving our customers.
- We optimize our processes to deliver highest value and a seamless experience to our customers.
- We measure and benchmark customer engagement KPIs and integrate them in our leadership evaluation.

#### **Lead The Market**

- We strive to offer the best products and highest quality service.
- We aim to invest further to strengthen and enhance our market position.
- We provide an environment to our employees where everyone can give their absolute best.
- We train and equip our employees to be best prepared for a constantly evolving financial service market.
- We are a role model in implementing national initiatives and regulatory guidelines.

#### **Agility**

- We embrace a changing market environment and respond decisively and swiftly.
- We release new products and pilots quickly to test and optimize them in a real environment.
- We are open to try new things, but rigorous in evaluating its success and happy to accept mistakes.
- We collaborate proactively within cross-functional teams and limit vertical hierarchies to a minimum.
- We leverage technology to support, facilitate and automate our processes and time to market.

#### **Integrity**

- We hold ourselves accountable to a higher standard of responsibility.
- We are doing the right things, even if it is commercially less attractive.
- We communicate clearly what we can deliver and keep our word.
- We do things right and create solutions that work.
- We fully comply with all regulatory and compliance standards and apply zero tolerance to misconduct.

### **Job Specification**

**Academic Qualifications:**

- Bachelor's degree in human resource management, Business Administration, or a related field.
- Additional qualifications in Data Analytics, Business Information Systems, or a similar discipline will be an added advantage.

**Professional Certifications:**

- Member of the Institute of Human Resource Management (IHRM).
- Certification in HR Information Systems (HRIS), Payroll Administration, or HR Analytics will be a strong plus.

**Technical Skills:**

- Proficiency in HRIS and Payroll
- Advanced skills in MS Excel for data analysis and reporting (pivot tables, VLOOKUP, macros).
- Strong understanding of Kenyan labor laws, tax regulations, and statutory deductions.
- Familiarity with HR reporting tools and dashboard creation for HR metrics.

**Competencies:**

- Strong analytical and problem-solving skills.
- Excellent attention to detail and data accuracy.
- Ability to manage multiple priorities and meet tight deadlines.
- Strong communication and interpersonal skills to engage with internal customers and stakeholders.
- High levels of integrity, confidentiality, and professionalism.
- Ability to prioritize tasks, work under pressure, and meet strict deadlines.
- Customer service orientation with a proactive problem-solving approach.

**Desired Work Experience**

- At least 4 years of experience, including 2 years of progressive HR experience in operations, reporting, or analytics within the Banking Sector.
- Proficient in MS Office Tools.
- Proficient in HRIS systems
- Advanced skills in Microsoft Excel, Power BI, or equivalent reporting and visualization tools.
- Strong knowledge of HR policies, labor laws, and regulatory reporting requirements in the banking sector.
- Expertise in data analysis, HR reporting, and workforce analytics.

**Reporting Relationships: jobs that report to this position directly and indirectly**

Functional Reports	HR Interns
--------------------	------------

**Ideal Job Competencies: Technical Competence**

HR Administration	<ul style="list-style-type: none"> <li>• Working knowledge of HR policy and procedures and troubleshoots the administrative queries received from internal customers to create value-adding solutions</li> </ul>
HR Management	<ul style="list-style-type: none"> <li>• All-rounded HR practitioner who engages with stakeholders at the highest levels across the organization and industry, locally and within the region.</li> </ul>
Customer Engagement (internal & external)	<ul style="list-style-type: none"> <li>• Resolves customers' queries and challenges in an organized way, providing the highest quality service and monitors to confirm that the customers' needs have been comprehensively addressed.</li> <li>• Provide prompt and insightful feedback to relevant stakeholders to enable them to address the root cause of the challenges faced by customers.</li> </ul>

Leadership	<ul style="list-style-type: none"> <li>• Exercises self-leadership delivering assigned work in line with professional and technical standards within given time frames.</li> <li>• Is reliable and works collaboratively.</li> <li>• Has the cognitive intelligence to draw together contrasting strands of information and present a compelling position.</li> <li>• Adheres to the company's values and policies and delivers to set objectives.</li> <li>• Has high moral intelligence.</li> </ul>
------------	---

Ideal Job Competencies: Behavioral Competence	
Emotional Intelligence	<ul style="list-style-type: none"> <li>• Knows their strengths and limits; aware of their own emotions and the effect they have on others and has the self-control to keep disruptive emotions and impulses in check.</li> </ul>
Follow Through	<ul style="list-style-type: none"> <li>• Consistently follows through on commitments and promises with an appropriate sense of urgency, completing them in a timely and reliable manner.</li> <li>• Follow up with customers to ensure that they are satisfied.</li> </ul>
Social and Cross-cultural Awareness	<ul style="list-style-type: none"> <li>• 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 manner that is consistent with the values of the organization.</li> </ul>
Agile	<ul style="list-style-type: none"> <li>• Able to change plans, methods, opinions or goals in light of new information, with the readiness to act on opportunities.</li> </ul>