

Job Profile

PROFILE INFORMATION		
JOB TITLE	OFFICER: EMPLOYEE AND LABOUR RELATIONS	
JOB CLUSTER AND RANK	Officer (Senior Border Guard)	
REGION/DIVISION	Human Capital Management	
LOCATION	Head Office	
MANAGER/SUPERVISOR	Senior Manager: Employee Relations, Health and Wellness	
SUPERVISION	None	
PEER RELATIONSHIPS	Other Officers	
LIAISON	INTERNAL	All Business Units, Employees
	EXTERNAL	CCMA, Labour Court, General Public Service Sectorial Bargaining Council (GPSSBC)

PURPOSE STATEMENT
Assisting the Senior Manager: Employee Relations, Health and Wellness and Specialist: Employee and Labour Relations in the management of the employee relations function, focusing on providing a professional advisory service to internal human Capital practitioners, line managers and employees.

ORGANOGRAM



DESCRIPTION

Key Performance Areas (KPA's)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
Employee & Labour Relations	<ul style="list-style-type: none"> Assist in providing advice and guidance to employees and management on labour matters. Assist in providing advice and guidance to management regarding poor performance. Assist with handling of Disciplinary and grievance processes. Assist in compiling disciplinary and grievance bundles. Assist in coordinating appeals, grievance hearings and review of disciplinary hearings. Assist in drafting warnings to be issued to employees; - Maintain records of ER training, disciplinary, appeal and grievance processes. Assist in advising management on developments within the labour relations field. 	40%	<ul style="list-style-type: none"> Finalised Grievances Grievance Report within the specified time frame Finalised misconduct Cases Outcomes of the disciplinary hearing implemented



Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	<ul style="list-style-type: none"> • Assist with working relationships between Management and employees are conducive. • Assist with handling of CCMA and Labour Court processes. • .Assist in managing the process of employment relations litigation and ensure fairness and consistency. • Assist with labour relations training. • Assist with the finalization of grievances • Assist to investigate and prepare a report on findings and recommendations of the grievance • Assist in implementing outcomes of grievance processes • Assist with unresolved grievances to Management within the required time frame • Assist in reporting on the progress of the grievances received and finalized. • Ensure misconduct cases are finalized • Assist in investigating and preparing a report on the findings and recommendations of the misconduct cases. 		
<p>IR Policies Administration</p>	<ul style="list-style-type: none"> • Ensure structured and legislatively complaint policy, practices and processes and provide support where there are gaps. • Assist in maintaining effective policies and procedures so that labour disputes and grievances are minimized. • Assist with recommendations for changes to existing policies and procedures to ensure compliance with new or proposed BMA regulations • Assist in advising on proper procedures to be followed during disciplinary and grievance enquiries. • Assist with Contribution to the development of best practices and alignment with industry standards • Assist in driving the adoption of employee relations documentation and policies by management. 	<p>20%</p>	<ul style="list-style-type: none"> • Maintained policies

Key Performance Areas (KPA's)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
Risk and Compliance	<ul style="list-style-type: none"> • Assist in identifying and adhering to fraud controls, risk prevention principles, sound governance and compliance processes, and tools to identify and manage risks. • Support and provide evidence to all internal and external audit requirements. • Maintain quality risk management standards in line with relevant requirements. • Maintain all related Service Level Agreements to minimise business risk and ensure business continuity. • Review related Standard Operating Procedures. • Adhere to all relevant laws, policies, and Standard Operating Procedures throughout the organisation. 	20%	<ul style="list-style-type: none"> • Audit Report • % Audit findings resolved • Risk Register • Ensure timeous submission of management reports • Risk Management Report
General Administration	<ul style="list-style-type: none"> • Coordinate and provide administrative duties in the business unit such as receiving telephone calls, correspondence and emails and flagging them as required. • Work with the Generalist to prioritise an agenda and focus on the most important issues and opportunities within the business unit. • Develop, maintain and update the business unit's annual meetings planner. • Coordinate the business unit's meetings and preparation and ensure that all invitations, logistics, minutes and relevant agendas and materials are provided. • Assist with the coordination and compilation of reports for the business unit for review and submission. • Assist in the capturing of relevant information and maintaining the database for the business unit, ensuring data integrity. • Monitor payments for Unit related activities. • Maintain costing information of any bursaries awarded. 	10%	<ul style="list-style-type: none"> • Review • Customer Satisfaction Survey • Audit Report • 0% complaints received
Stakeholder Services	<ul style="list-style-type: none"> • Liaise with 3rd Party providers to ensure the effectiveness and efficiency of the service provided. • Respond to enquiries by gathering, analysing, summarising, and interpreting data. 	10%	<ul style="list-style-type: none"> •

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	<ul style="list-style-type: none"> • Provide general support and assistance on any other Employee and labour Relations related deliverables. • Promptly and attentively respond to customer requests and queries within established parameters and timeframes. • Conduct induction and training workshops as and when needed. • Liaise with internal and external stakeholders. • Communicate and liaise with employees concerning Employee and labour Relations queries. 		

CAREER PATH

Officer: Employee & labour Relations	Specialist: Employee & Labour Relations	Senior Manager: Employee Relations, Health & Wellness
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MINIMUM REQUIREMENTS/EXPERIENCE/KNOWLEDGE

Minimum Qualifications	<ul style="list-style-type: none"> • National Diploma (NQF 6) in Labour Law/Labour Relations Degree/Advanced HR or equivalent
Minimum Experience	<ul style="list-style-type: none"> • Minimum 3 years of relevant experience • CCMA representation experience
Knowledge	<ul style="list-style-type: none"> • Sound knowledge of SA labour legislation • Border Management Authority Act,2020. • Knowledge of dispute management in labour relations • Labour relations Act • Basic Conditions of Employment Act,No.75 of 1997.
Professional registration or license requirements	<ul style="list-style-type: none"> • None
Other requirements	<ul style="list-style-type: none"> • Flexibility in working hours will be required to meet demands of the role. • May be required to work overtime. • Valid driver's License

COMPETENCIES

VALUES	FUNCTIONAL	BEHAVIOURAL ATTRIBUTES (ENABLING)
<ul style="list-style-type: none"> • Excellence • Integrity 	<ul style="list-style-type: none"> • Ability to consult and coach. • Project Management 	<ul style="list-style-type: none"> • Emotional Intelligence



<ul style="list-style-type: none"> • Innovation • Patriotism • Professionalism • Teamwork and Collaboration • Vigilance 	<ul style="list-style-type: none"> • Communication (Verbal and Written) • Asset Life Cycle management • Time Management • Change Management • Conflict Management • Risk Management • Strong ability to apply case law and judicial precedents to labour related issues. 	<ul style="list-style-type: none"> • Decision Making & Problem Solving • Resilience • Negotiating • Interpersonal Relations • Team Leadership • Persuasion and influencing • Confidentiality • Professionalism • Honesty and integrity • Attentive to detail and accuracy
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SYSTEM SKILLS	
Title	Level
Microsoft Office Suite	Intermediate