Job Profile

PROFILE INFORMATION		
JOB TITLE	**SENIOR MANAGER: HR SERVICE SUPPORT**	
JOB CLUSTER AND RANK	Management (Commandant)	
REGION/DIVISION	**Human Capital Management**	
LOCATION	Head Office	
MANAGER/SUPERVISOR	**Executive Manager: Human Capital Management**	
SUPERVISION	Manager: HR Service Manager: HR Administration & Systems Manager Remuneration & Benefits	
PEER RELATIONSHIPS	Other Senior Managers	
LIAISON	**INTERNAL**	All Business Units
	EXTERNAL	Stakeholders, Vendors

PURPOSE STATEMENT
Responsible for overseeing and managing the delivery of high-quality HR services and support in BMA.

ORGANOGRAM

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            EXECUTIVE
          MANAGER: HUMAN
             CAPITAL
           MANAGEMENT
                │
         SENIOR MANAGER:
           HR SERVICE
           SUPPORT &
         ADMINISTRATION
                │
                ├──────  MANAGER: HR
                │        SERVICE PARTNERS
                │
                ├──────  MANAGER:
                │        ADMINISTRATION &
                │        SYSTEMS
                │
                └──────  MANAGER:
                         REMUNERATION &
                         BENEFITS
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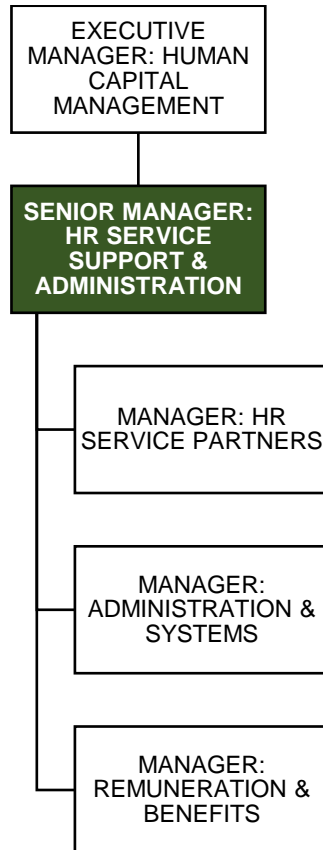
DESCRIPTION

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
Strategic Planning and Executive	• Work closely with executive leadership to develop and implement strategic plans that align with the organization's goals and objectives. • Identify growth opportunities, assess risks, and develop strategies to drive business success. • Monitor market trends, competitive landscape, and industry developments to proactively identify opportunities and challenges.	**10%**	

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	• Oversee the execution of strategic initiatives, ensuring timely completion and alignment with established objectives.		
HR Service Delivery	• Develop and implement strategies and processes to ensure the efficient and effective delivery of HR services across the organization. • Oversee the HR service support team and ensure timely and accurate resolution of employee inquiries, requests, and issues. • Establish service level agreements (SLAs) and key performance indicators (KPIs) to measure the effectiveness and efficiency of HR service delivery. • Continuously assess and improve HR service delivery processes, leveraging technology and automation where applicable.	**20%**	
HR System Management	• Oversee the management and administration of HR systems, including HRIS (Human Resources Information System) and self-service portals. • Collaborate with IT and vendors to ensure system functionality, data integrity, and security. • Lead system enhancement projects, including requirements gathering, testing, and implementation.	**20%**	•
Employee Support	• Provide guidance and support to employees and managers on HR policies, procedures, and programs. • Address complex or sensitive employee issues, such as performance management, disciplinary actions, and employee grievances. • Ensure compliance with employment laws and regulations in all HR service support activities.	**20%**	•

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	• Collaborate with cross-functional teams to resolve employee issues and provide timely solutions. • Identify opportunities to streamline HR processes and improve service delivery efficiency. • Analyze data and metrics to identify trends and areas for improvement. • Develop and implement process improvement initiatives, ensuring alignment with best practices and organizational goals		
Governance, Risk and Compliance	• Prepare and present reports for submission to the BMA Management/Executives and Governing committees and other stakeholders. • Facilitate and oversee the development and monitoring of policies, standard operating procedures, systems and controls. • Lead the conceptualising of the unit's risk register. • Ensure the mitigation of the business units' risk profile through the application of fraud controls and risk prevention principles and implementing of sound governance and compliance processes and tools to identify and manage risks. • Lead the coordination and maintenance of quality risk management in line with the relevant requirements. • Monitor changes in the regulatory environment and ensure that appropriate operational controls are implemented to address new requirements. • Lead and ensure effective support in the provision of evidence to all internal and external audit requirements. • Lead and drive the maintenance and enforcement of all Service Level Agreements to minimise business risk and ensure business continuity.	**5%**	• Timeous submission of governance reports • Strategic Risk Register • Approved Policies and Procedures • Audit Reports

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
	• Ensure adherence in the divisional team to all relevant laws, policies and Standard Operating Procedures throughout the organisation.		
Stakeholder Management and Relations	• Cultivate strategic partnerships and collaborations with relevant institutions. • Build and maintain relationships with all BMA business units for the purposes of expectations management and knowledge sharing. • Provide advocacy on matters related to Employee Relations, Health and Wellness to empower the BMA stakeholders to make informed decisions. • Represent and participate in the organisation's committees and tasks teams when required. • Convene and attend meetings and present findings and business cases to relevant stakeholders when required. • Implement timeous communication on progress and challenges in achieving the operational work plans to impact stakeholders. • Attend industry related forums, conferences, and workshops to gain industry insight for the purpose of business improvement.	10%	• Implemented stakeholder engagement activities • Stakeholder Engagement Survey • Stakeholder Engagement Plan implemented • External Media Communication and press releases • Committee and task team attendance • Number of presentations •
Budget and Financial Management	• Develop and management of the budget of the Division by ensuring financial stability within the Division. • Ensure expenditure is in line with budget requirements. • Monitoring financial control, budget management and the procurement process to ensure compliance with the legislation e.g. (PFMA, PPFA, and BBBEE) • Maximise revenue and reduce expenditure through effective cost control measures. • Set, establish goals for budget adherence and controls for relevant area and establish best practice principles in process and application.	5%	• Annual Operational Budget • Variance Report • Budget Compliance Report BBEE Report

Key Performance Areas (KPAs)	Roles and Responsibilities	Weight %	Key Performance Indicators (KPIs)
People Management	• Build and lead an effective and cohesive team through the effective management of departmental resources. • Lead the implementation of talent acquisition, succession planning, development, and retention strategies for the department. • Lead the enhancement of relevant knowledge and skills through continuous coaching, mentoring and nurturing of departmental talent. • Lead and drive a high performance culture by translating and communicating the annual performance goals and measures based on agreed upon objectives. • Drive a working environment that augments employee engagement, recognition and productivity. • Lead and drive the management of poor performance and disciplinary matters in line with the BMA's policies and procedures.	10%	• All staff members have revised up to date job profiles • Talent Management Plan • % Succession Plans • Performance contracts and reviews • Employee Culture Survey • Audit Report • Timeous resolution of disciplinary and grievance procedures

CAREER PATH		
Senior Manager: HR Service Support & Administration	Executive Manager: Human Capital Management	Chief Officer: Corporate Affairs

MINIMUM REQUIREMENTS/EXPERIENCE/KNOWLEDGE	
Minimum Qualifications	• Bachelor's Degree in Human Resource Management / Organizational Psychology, Business Administration, or any relevant qualification at NQF level 7 as recognized by SAQA. • An NQF level 8 and above qualification will be an added advantage.
Minimum Experience	• 8-10 Years' experience in HR service delivery or HR operations, preferably in a managerial or leadership role.

MINIMUM REQUIREMENTS/EXPERIENCE/KNOWLEDGE	
Knowledge	• Strong knowledge of HR policies, procedures, and employment laws and regulations. • Knowledge of Labour Relations Act • Basic Conditions of Employment Act • Skills Development Act • Border Management Act,2020. • Legislative and Regulatory framework knowledge • Working knowledge of multiple human resource disciplines, including compensation practices, organizational diagnosis, employee and union relations, diversity and performance management
Professional registration or license requirements	• HPCSA
Other requirements	• 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)**
• Excellence • Integrity • Innovation • Patriotism • Professionalism • Teamwork and Collaboration • Vigilance	• Human Capital Management • Verbal and written communication • Leave Administration • Data collection and ordering • Time management • Administration • Planning and organisational skills • Financial Management • Report Writing • Records management • People Management	• Emotional Intelligence • Decision Making & Problem Solving • Resilience • Interpersonal Relations • Persuasion and influencing • Critical Thinking

SYSTEM SKILLS	
Title	**Level**
Microsoft Office Suite	Intermediate