

JOB DESCRIPTION

HR Assistant

Department: Human Resources

Reports to: Human Resources Manager, and in his absence to the CFO or the person appointed to act in their authority

I. Place in the Organization

Reports to the Human Resources Manager and in his absence to the CFO or the person appointed to act in their authority. Laterally interacts with HR Officers, the Company Nurse, all managers, supervisors and all company employees, both permanent and temporary.

The management reserves the right to review or change this organization from time to time without notice.

II. Main Purpose of the Job

- Employee care representative within the HR function.
- Full accountability for addressing employees' concerns, grievances, challenges, queries and comments.
- Responsible for HR correspondence and documentation.

III. Field of Responsibilities

- **Daily Coordination:** Upon arrival and before departure, report to the HR Manager to coordinate the day's activities.
- **HR Meetings:** Participate in HR meetings and implement instructions given during such meetings.
- **Grievance Management:** Attend to queries and issues raised by company staff daily; record and propose solutions. Manage the grievance book with a 100% resolution rate. Follow the process and the HR Manual in resolving grievances, liaising with the other HR team members for verification and reconciliation of the records, ensuring that no personal promises are given — rather, the solution is policy-based, drawing on Red Lands Roses best practices, policies and procedures in place.
- **Correspondence & Documentation:** Responsible for correspondence and documentation within the HR team; prepare replies to official communication for the HRM's approval and prepare other correspondence and documentation where relevant.
- **Payslip Distribution:** Payslip distribution and printout — this is performed monthly.
- **Induction & Bio Data:** Participate in the collection of bio data and other statutory documents of new employees as advised by the HRM and do it without bias and in line with the company's policy, ensuring fair tribal and gender distribution. All employees should be properly inducted into the company as per the set procedure (company rules and in particular health and safety, application of codes of practices and standards, welfare and gender regulations, disciplinary procedures, anti-corruption policy, etc.) and sign an induction form before they start working for the company, with their bio data captured into the database. Ensure all recruited staff are a minimum of Form 4 and can read, write and speak English.
- **Record Management:** Ensure that files are kept in good condition and updated annually by conducting a personnel record audit, preferably every January, to ensure all records are up to date (e.g. Annual Performance Appraisal, annual leave,

participation in training as required) and produce a record for the HRM for any upgrades or warning letters; assist the HRM in the communication of appraisal comments and results.

- **Filing System:** Maintain a suitable filing system for personal records as defined by the HRM and ensure that the information contained in the files is relevant and translates to the current situation. In this regard, produce a monthly filing listing describing the content of the files, both active and dead, in accordance with the company filing procedure.
- **Audits & Committees:** Participate in and support audits for KFC, MPS and other HR audits, and assist the HR Manager in the audit process as required. You will also participate in HSE and Internal Committee meetings as relevant or as assigned by the HRM.
- **Union Meetings:** Attend the monthly union meeting and take minutes, ensuring that minutes from the last meeting and action points have been acted on and closed before the next meeting happens.
- **Relief Duties:** Relieve the HR Officers within the team when they are away from the office, either on leave or on off-duty. In this regard, you will be required to familiarise yourself with the processing of the payroll, time attendance and compliance duties.
- **Professional Ethics & Confidentiality:** Maintain at all times an atmosphere of professional and work ethics in the HR office and ensure acceptable behaviour by staff, including avoidance of the use of unofficial languages. Maintain confidentiality of official matters at all times as required by the Company Policy and professional ethics. The ability to maintain confidentiality for this position is of the essence.
- **Other Duties:** Carry out any other activities at the instruction of the HRM, CFO or CEO.

IV. Key Results Areas

Area	Indicator
Grievance Resolution	Turnaround time for all grievances registered to be resolved
Union Meetings	Timely attendance of union meetings, and closure of the action points across all departments

V. Contacts Arising from the Job

Within the Organization

- CEO, Line Managers, Supervisors, Shop Stewards, General Labour force.

Outside the Organization

- HR consultants and trainers, AEA, KAM, KPAWU, Legal Service Providers, Insurance service providers, auditors from international and local organizations such as KFC, MPS and others, Local Authorities, and social partners and neighbours.

VI. Job Specification & Related Information

- **Qualification:** BSc in Business Administration or Diploma in HR.
- **Key Skills and Qualities:** Good communication and reporting skills; computer literate; good negotiation skills; self-driven and result-oriented; conversant with labour laws and related legal statutes.

- **Special Work Environment (Work Hazards):** Labour Laws, CBA, Health, Safety and Environmental Policy, Gender Policy, Anti-corruption Policy, Data Protection Policy and RLR internal rules and regulations.

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