



# MUSAKASA TECHNICAL TRAINING INSTITUTE

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## HUMAN RESOURCE OFFICER

<b>1. Personal Information</b>		
<b>Job Title:</b> Human Resource officer	<b>Job Level:</b>	<b>No. of Posts:</b> 1
<b>Sector:</b> Technical Training Institutes and institutes of science and Technology		
<b>Department/section/Unit:</b> Human Resource Management		
<b>Reports to:</b> Deputy Principal Administration		
<b>Direct Reports:</b> a) Assistant Human Resource Officer	<b>In direct reports:</b> a) Clerical officers b) Support staff	
<b>2. Purpose of the job:</b>		
This position is responsible to oversee the human resource and Administration function, supervise all the support service areas as well as maintain staff welfare in the institution.		
<b>3. Main Responsibilities of the job:</b>		
<b>Managerial responsibilities:</b>		
a) Develop the human resource planning policy and procedures in line with the institution overall policy.		
b) Advise the council /BOG on matters relating to Human resource policies so as to make informed decisions.		
c) Act as the link between the management and the union through negotiations formulation of agreement such as collective bargaining agreements to ensure smooth Labour relations in the institution.		
d) Oversee the human resource trainings and develop through liaison with other departments to establish human resource needs.		
e) Supervise variety of administrative service areas including catering, boarding, secretaries, and transport to ensure all the operations in the institution are carried out smoothly.		
f) Oversee the administration of the staff appraisal forms and review the staff annual appraisals reports to monitor staff performance in the institution.		
g) Oversee recruitment and appointment of staff to ensure the institution has the right staffing.		
<b>Operational responsibilities:</b>		
a) Advise staff on all aspects of the Human Resource function which include recruitment, training, and development, and performance management to ensure awareness of staff on the expectations of the institution and the benefits and opportunities available to the staff.		
b) Validate information collected on letters of promotion, probation, appointment to ensure accuracy of data.		
c) Process all approved staff leaves in line with the leave schedule to ensure no overlaps.		
d) Manage and update the payroll to ensure compliance with the payroll process and government regulations.		
e) Handle the staff discipline and grievances issues to ensure that the best practice in the management of discipline are instilled in the institution.		
f) Review employment and working conditions to ensure legal compliance requirements.		
g) Provide counseling and guidance services to the staff to promote staff welfare and wellness.		
h) Monitor the working environment of the staff to ensure healthy and safety measures are		

<p>observed.</p> <ul style="list-style-type: none"> <li>i) Analyze the requirement of the institution to identify gaps and ensure consistent provision of requisite manpower in the institution.</li> <li>j) Process staff promotions, appointments and transfers as per the approval by the management.</li> <li>k) Monitor the implementation of the training programmes to ensure timelines, cost efficiency and high quality standards.</li> <li>l) Communicate to staff on HR matters relating to separation such as benefits, notice periods to ensure smooth separation of employees in the institution.</li> <li>m) Maintain the Human Resource Information system and ensure confidentiality of staff's personal information.</li> </ul>
<p><b>4. Job dimensions:</b></p>
<p><b>Financial Responsibilities:</b></p> <ul style="list-style-type: none"> <li>a) Provide input in the budgeting process</li> <li>b) Determines the wage bill for the casual workers</li> </ul>
<p><b>Responsibility for physical Assets:</b></p> <ul style="list-style-type: none"> <li>a) Computer</li> <li>b) Furniture</li> <li>c) Safety equipment e.g. First Aid Kits, Fire Extinguishers</li> </ul>
<p><b>Nature of decision making:</b></p> <ul style="list-style-type: none"> <li>a) Financial decision</li> <li>b) Operational decision</li> <li>c) Analytical decision</li> </ul>
<p><b>5. Qualifications Knowledge and skills:</b></p>
<p><b>Minimum level of academic qualifications required to perform effectively in the role</b>  Bachelor's degree in Business Administration (Management HR Option)/Social sciences with a diploma in Human Resource /Higher Diploma in HRM with 3 years of relevant working experience.</p>
<p><b>Minimum level of professional qualification required to perform effectively in the role:</b>  Registered member of IHRM</p>
<p><b>Minimum level of knowledge that would be regularly applied to the Job</b></p> <ul style="list-style-type: none"> <li>a) Computer Literacy</li> <li>b) Knowledge of Employment Act and Labour laws.</li> </ul>
<p><b>Typical soft skills that would be regularly applied to the job.(Attributes)</b></p> <ul style="list-style-type: none"> <li>a) Leadership skills</li> <li>b) Communication skills</li> <li>c) Interpersonal skills</li> <li>d) Organizational skills</li> <li>e) Report writing skills</li> <li>f) Team building</li> <li>g) Problem solving</li> <li>h) Conflict management</li> <li>i) Supervisory</li> <li>j) Counseling skills.</li> </ul>
<p><b>6.Relevant Experience Required</b></p>
<p><b>Minimum number of months or years of experience the job holder is required to have to be appointed to the position.</b>  Five (5) years of relevant working experience</p>
<p><b>7. problem solving</b></p>

Problems are complex open ended and affect more than one area of the institution. Solutions need to be determined through consultation with other areas of the institution.

#### 8. Communication

**a) Communication/information the job holder needs to understand in order to perform the job:**

- a) Basic Detailed verbal instructions or requests
- b) Detailed verbal instructions or requests
- c) Simple written instructions or request
- d) Detailed written procedures
- e) Detailed technical and/or functional instructions or queries
- f) Basic e-mail , fax or mail correspondence
- g) Detailed e-mail , fax or mail correspondence
- h) Written government policy documents
- i) Current legislation affecting the job holder's area of responsibility
- j) Factual reports on aspects of the institution such as policy guidelines

**Communication/information the job holder needs to carry out in order to perform the job:**

- a) Routine communication in connection with instructions, requests or normal work tasks.
- b) Routine communication with employees of the institution or clients.
- c) Communication around escalated or difficult queries with internal or external customers or clients
- d) Basic explanation of services to employees of the institution or clients.
- e) Simple verbal instructions to other employees of the institution or clients.
- f) Detailed verbal or written instructions or requests to employees of the institution or contractors.
- g) Basic e-mail , fax or mail correspondence
- h) Detailed e-mail , fax or mail correspondence
- i) Drafting of factual reports, presentation, procedure or policy documents or training material.

#### 9. Influence.

**Job holder's influence over practices , policies or strategy:**

- a) The Human Resource Officer allocate and supervise work to assistant human resource officer, secretaries, clerical officers and receptionist in the institution

**Job holders' influence over subordinates and colleagues**

- a) Influence or changes specific administrative or operational practices affecting more than one department.

**Job holders' influence over people outside the directorate but within the institution and people outside the institution.**

- a) Conveys information inside the unit/department
- b) Conveys information outside unit/department but within the institution.
- c) Conveys information outside the institution
- d) Persuades team members within their unit or department

#### 10. Other responsibilities assigned outside of the core responsibilities of the job:

N/A

#### 11. Working conditions

**Working Environment**

Is exposed to minimum disagreeable conditions in the environment. The jobholder has normal office facilities which may include own office with desk, access to a telephone line with the outside world.

**Job Hazards:**

Slight. There is very slight chance of accident or health hazards. Usual office situation, with minimal exposure.