

Job Title:	Senior Manager, Talent Management	Reports to:	Head of Human Resources
Unit:	Human Resources (HR)	Division	Human Resources (HR)
Grade:	6	Date:	
Job holder:		Supervisor:	
Signature:		Signature:	

Job Purpose Statement

Accountable for leading the talent acquisition function and help the organization hire top talent in a timely, efficient & cost-effective manner while promoting diverse & inclusive hiring practices. Accountable for developing and implementing learning strategies and programs and tracking learning effectiveness. The job holder will also be accountable for creating and implementing HR Plans that support optimal business performance, providing support in driving departmental productivity, performance culture and overall business performance.

Key Result Areas

Perspective	% Weighting (to add up to 100%)	Output
Financial	30%	- Plays a leading role in the designing and implementation of business-wide recruiting processes, applicant tracking systems, management reporting, and vendor management. - Oversees the quality of performance management process, maintenance of accurate performance management data, feedback and reporting process. - Plays a leading role in driving and tracking of employee's performance, through collating of quarterly and annual performance review outcomes and reporting on key challenges and success experienced in the performance management process. - Lead development of Learning and Development strategy, framework, and the Learning Academy execution for the organization. - Structure and implement productive learning and talent development components of the collective manpower plan at the lowest cost, thus attaining a desired profit per head ratio against the defined strategy roadmap. - Develop annual training programs and annual training calendar, which supports business strategy and complies with regulatory requirements.

		• Oversee and continuously review a talent management programme to establish career paths, cultivate leadership capacity, and ensure retention of high performers through access to personal development opportunities such as coaching and mentoring, networking, talent rotation, and secondment. • Develops innovative sourcing strategies and procedures and ensures that there is a consistent and positive candidate experience, which increases the prospects of acquisition and retention of talent for the business. • Defining and driving team objectives to meet and exceed hiring benchmarks relating to time to fill, cost per hire, diversity hiring and hiring manager and candidate satisfaction. • Conducts research and translates trends into creative and innovative practices, maintains a strong understanding of how the innovative trends and competitive landscape affect the business, and identifies the most suitable recruiting approaches that support high performance hiring
Customer	30%	Work jointly with stakeholders and team to ensure the implementation of people strategies within the assigned divisions and/or departments more so: • Accountable for the effectiveness of the Human Resources Business Partnership model in supporting the assigned divisions and departments strategically. • Effective implementation of the hiring systems (policies, processes and tools) in attracting and selecting people with competitive attributes and skills. • Realisation of performance (result-oriented) culture, evidently driven by suitable performance management practices and leadership development programmes. • Ensure that the talent HR Analytics outcomes are relevant in supporting talent management within the assigned divisions and/or departments. • Enhance the divisions and/or department's talent and capabilities through development and implementation of learning and development strategies and systems that are effective in enhancing productivity, mitigating impact of high staff turnover driven by labour market environment. • Ensure the provision of the highest quality of human resources shared services. • Look after employee engagement and the creation of quality of leadership experienced which translates into innovation, conducive work environment.
Internal business processes	20%	• Collectively drive the HR Division's adherence to approved policies and procedures and provide feedback on the same so as to keep them competitive.

		• Be an advocate for a continually improving way of working within the team to drive efficient and impactful engagement and accurate delivery of service. • Proactively participate in organisation projects.
Learning and growth	20%	• Maintain own high performance and work closely with the team leader in the functional management of the HR Business Support Officer. • Own up-to-date and actioned competency assessments and development plans. • Nil disruption to business / loss of business due to lack of own succession and back-fill. • Maintain the desired Leadership - 360-degree feedback score.

Job Dimensions

Reporting Relationships: jobs that report to this position directly and indirectly	
Functional Reports	• HR Business Support Officers • Graduate Trainees
Indirect Reports	• Interns

Stakeholder Management: key stakeholders that the position holder will need to liaise/work with to be successful in this role.	
Internal • All organisation's departments	External • Customers, Suppliers, Financial Institutions, Industry Players, National and County Governments, Regulators, Etc.

Decision Making Authority /Mandates/Constraints: the decisions the position holder is empowered to make <i>(Indicate if it is Operational, Managerial or Strategic)</i>
Recommendation of the appropriateness of the unit's structure, division policy, procedures and tools. Approval of staff costs and headcount within the approved limit. Recommend appropriateness of staff communication. Approval of expenditure categories within discretionary powers delegated through the Group Director HR provided that such expenditure is within the approved strategy and annual budget for the organisation.

Work cycle and impact: time horizon and nature of impact (Planning) <i>(e.g. Less than 1 week, 2 weeks, 2 weeks – 1 month, 1 month – 3 months, 3-6 months, 6-12 months, above 1 year)</i>
Contribution to the 5 year bank strategy, development and implementation of the annual people strategy, translating the strategy into operational models and performance scorecards.

Ideal Job Specifications

Academic:

Bachelor's degree from a recognized accredited university.

Professional:

At least 10 years' experience in HR, 5 of which should have been in a management capacity in a similar sized organisation.

Desired work experience:

Proven track record of consistently supporting the achievement of an organisation's people strategy, with a market reputation of being a trusted advisor on matters pertaining to HR.

In-depth knowledge of the local banking industry, banking products, banking services and banking regulations.

Sound working knowledge and understanding of all labour regulations and practices.

Technical Competencies

HR Management	All rounded HR practitioner who engages with stakeholders at the highest levels across the organisation. Continuously gathers evidence to determine the value the organisation is delivering today, and needs to deliver in the future, and puts in place and drives the necessary strategies and frameworks maintain and grow positive engagement. Contributes to policy development for the HR field within country / region.
Banking and Commercial Acumen	Seasoned commercial thinker, proficient with depth of experience in areas of business and banking. Ability to adapt to and work in different functions.
Leadership	Is a change catalyst, can initiate and implement change to enhance teams and organisations delivery. Creates an environment that benefits everyone in it and lifts the entire organization. Has the political intelligence to navigate a way through diverse stakeholders' agendas and the resilience to sustain high performance under continued pressure and adversity

Behavioural Competencies

Emotional Intelligence	Knows own strengths and limits; aware of own emotions and the effect they have on others and has the self-control to keep disruptive emotions and impulses in check.
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Behavioural Competencies	
Social and Cross-cultural Awareness	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 that are consistently with the values of the organization.
Agile	Able to change plans, methods, opinions or goals in light of new information, with the readiness to act on opportunities.

This JD is signed-off with reference having been made to the organisation's core values and aligned competencies against these values.