

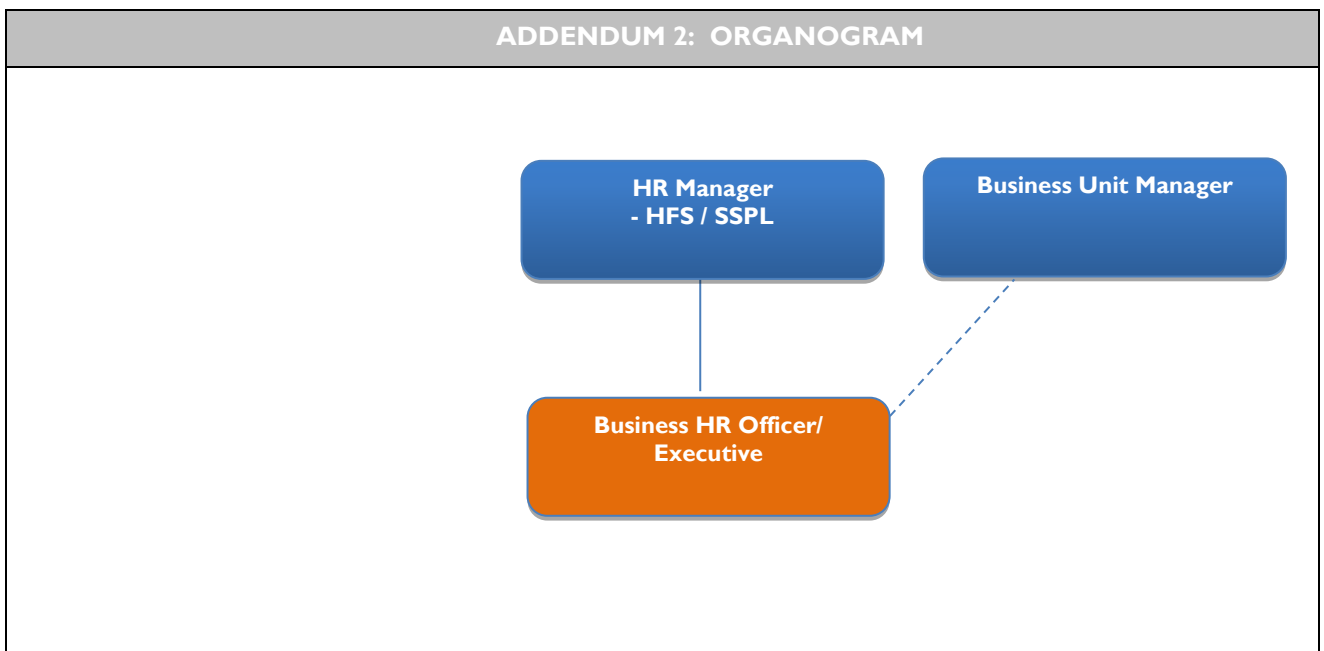
<b>JOB PROFILE</b>	
<b>Job Title:</b>	Business HR Officer/ Executive
<b>Grade:</b>	C+
<b>Occupational Level:</b>	Pro. Qualified & Exp. Specialist
<b>Job Family:</b>	Human Resource
<b>BU:</b>	HFS / SSPL
<b>Restraint of Trade level (if applicable):</b>	None
<b>MINIMUM EDUCATION:</b>	
Degree in Human Resource Management/ Business Management,	
<b>MINIMUM EXPERIENCE:</b>	
Minimum 2-3yrs of experience in HR generalist role.	
<b>KNOWLEDGE, SKILLS &amp; ABILITIES:</b>	
Skills - Effective Written and Verbal Communication skills, Listening Skills	
Knowledge - Basic understanding of HR concepts, Understanding of Labour Laws, Performance Management	
Abilities - Experience in managing contract Labour and related statutory compliances; Ability to handle Field Force.	
<b>JOB SUMMARY STATEMENT:</b>	
To provide support in various Human Resource Functions to ensure smooth functioning of Business Operations.	
To drive and manage HR initiatives in the business.	
<b>KEY OUTPUTS:</b>	
Execution of Human Resource Operational Strategy.	
Effective 3P Management.	
Effective Own Employee Management.	
Maintain monthly Dashboards.	
Ensure 100% resolution of employee grievances within the business.	
Drive central HR initiatives within the business.	
Drive high performance culture within the business.	

<b>COMPETENCY TABLE (Ranked in order of key critical competencies to important competencies)</b>	
<b>KEY CRITICAL COMPETENCIES</b>	<b>DESCRIPTION</b>
Structuring Tasks	<ul style="list-style-type: none"> <li>Works methodically and plans activities; sets clear priorities for the team.</li> <li>Behaves ethically, honours commitments and maintains confidentiality.</li> <li>Works quickly and maintains high levels of activity.</li> </ul>
Evaluating Problems	<ul style="list-style-type: none"> <li>Analyses and processes information; strives to find solutions to day-to-day problems.</li> <li>Quantifies issues and evaluates information objectively to make decisions according to the needs of a specific situation.</li> </ul>
Investigating Issues	<ul style="list-style-type: none"> <li>Keeps up-to-date with new developments; takes up learning opportunities and develops specialist knowledge and skills.</li> <li>Uses common sense when finding solutions to day-to-day problems.</li> <li>Identifies key problems and focuses on continuously improving how things are done.</li> </ul>
Communicating Information	<ul style="list-style-type: none"> <li>Persuades others and shapes opinions.</li> <li>Projects confidence and is able to clearly explain things.</li> </ul>
Giving Support	<ul style="list-style-type: none"> <li>Listens to others, shows compassion and understands what drives their behaviour.</li> <li>Works well in a team, consider others' views and involves them in decisions.</li> </ul>

COMPETENCY TABLE (Ranked in order of key critical competencies to important competencies)	
KEY CRITICAL COMPETENCIES	DESCRIPTION
IMPORTANT COMPETENCIES	DESCRIPTION
Driving Success	<ul style="list-style-type: none"> <li>• Energetic and use initiative to get things started.</li> <li>• Understands the financial implications of decisions.</li> <li>• Identifies opportunities for changes that will add value to the team.</li> <li>• Sets and achieves challenging goals, is ambitious and persevering</li> </ul>
Processing Details	<ul style="list-style-type: none"> <li>• Meetings deadlines, keeps to schedule and always finishes tasks.</li> <li>• Produces high quality work.</li> <li>• Disciplined in following procedures</li> </ul>
Showing Resilience	<ul style="list-style-type: none"> <li>• Stays calm and composed in stressful situations.</li> <li>• Deals with conflict and resolves arguments; demonstrates self-insight and emotional control.</li> </ul>

KEY DELIVERABLES	INPUT BEHAVIOURS	MEASUREMENT CRITERIA
1. Execution of Human Resource Operational Strategy	<ul style="list-style-type: none"> <li>• Understand the Business Deliverables</li> <li>• Review of strategy to ensure 100% delivery of the same.</li> </ul>	<ul style="list-style-type: none"> <li>• Finalisation of Scorecards for all the roles in the business.</li> <li>• 100% delivery of HR strategy and overall business strategy</li> </ul>
2. Effective 3P Management	<ul style="list-style-type: none"> <li>• Understand the business needs from the business head</li> <li>• Drive the agencies &amp; Own field teams for timely closure of the vacant positions</li> <li>• Monitor and review the performance of 3P Agency</li> <li>• Engage with the Associates to understand the Associate grievances</li> </ul>	<ul style="list-style-type: none"> <li>• Manning of the Associates as per the monthly business plan.</li> <li>• Closure of the vacant positions with the agreed TAT.</li> <li>• Monthly Review of 3P scorecard.</li> <li>• Attrition of the Associates.</li> </ul>
3. Effective own employee management.	<ul style="list-style-type: none"> <li>• Drive work discipline within the business.</li> <li>• Build &amp; maintain strong relationships with team.</li> <li>• Understand and provide solution to employee grievances.</li> <li>• Drive Performance Management system within the business.</li> </ul>	<ul style="list-style-type: none"> <li>• Discipline in attendance, leave management etc.</li> <li>• 100% resolution of employee grievances / feedback from the field team.</li> <li>• Exit interview of the employees.</li> <li>• Adherence to Performance Management timelines.</li> </ul>
4. Maintain Monthly Dashboard	<ul style="list-style-type: none"> <li>• Co-ordinate with the field team, agency and the central and collate information</li> <li>• Updation of the trackers agreed</li> </ul>	<ul style="list-style-type: none"> <li>• Timely Submission of the trackers to business head/ functional head.</li> </ul>
5. Ensure 100% resolution of employee grievances within the business.	<ul style="list-style-type: none"> <li>• Visit the market and work with the employees to understand the employee grievances</li> <li>• Timely revertal to the employee grievances</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from the business (field and non-field employees)</li> </ul>
6. Drive central HR activities within the business	<ul style="list-style-type: none"> <li>• Cascade of central HR initiatives/ activities</li> <li>• Follow-up on the initiatives/ activities</li> </ul>	<ul style="list-style-type: none"> <li>• Timely roll-out of the initiatives/ activities</li> <li>• Update on the initiative/ activity</li> </ul>
7. Drive High Performance Culture within the business	<ul style="list-style-type: none"> <li>• Identify high performers and provide necessary input for their development.</li> <li>• Identify Poor performers and market contact with them</li> <li>• Monitor the QOC scores and do necessary interventions for maintaining/ improving the same.</li> </ul>	<ul style="list-style-type: none"> <li>• Internal Promotions i.e., from Associate to Supervisor (on-roll).</li> </ul>

ADDENDUM 1: BU SPECIFIC DUTIES & RESPONSIBILITIES		
KEY DELIVERABLES	INPUT BEHAVIOURS	MEASUREMENT CRITERIA



UNDERTAKING			
I, the undersigned have read and understood the terms of this job effectiveness profile; alternatively the contents have been read and explained to me.			
AGREED BY	NAME	SIGNATURE	DATE
INCUMBENT			
MANAGER			

**Location:** Delhi, Mumbai & Bangalore

**CTC:** 8 – 9 Lakhs

Interested candidates may express their interest by mailing their profiles to [tivola.pereira@smollan.com](mailto:tivola.pereira@smollan.com) with the subject line "**Application source - IBSAF | HRBP (Location - Mumbai)**".

**Last date to apply:** 8<sup>th</sup> June, 2022