

JOB DESCRIPTION

A. POSITION INFORMATION		
Job Title	Human Resources Officer	
Department	Finance and Administration	
Division	Human Resources	
Duty Station	Windhoek	
Reports to Position	Human Resources Manager	
Number of Direct Reports	None	
Job Description Completion Date	October 2026	
PATERSON GRADING OUTCOME	C3	
B. PRIMARY PURPOSE OF THE POSITION		
To provide day-to-day operational support across the end-to-end Human Resources function, ensuring efficient HR administration, employee lifecycle coordination and record maintenance. The role is also responsible for supporting recruitment, onboarding, payroll function, leave management, employee wellness, training coordination, and HR database integrity.		
C. ORGANISATIONAL STRUCTURE		
Incumbent’s Superior (1 Level)	Human Resources Manager	
Incumbent’s Job title	Human Resources Officer	
Incumbent’s Subordinates (Level 1) [Title/-s and Number/-s per Position]	None	
D. JOB SPECIFICATIONS		
Minimum Academic Qualification	A Bachelor's Degree in Human Resources Management, Industrial Psychology, or Business Administration or related fields.	
NQF Level (1-10)	NQF Level 7	
Minimum Experience Required	3–5 years' comprehensive HR generalist experience, including independent payroll processing	
Legal / Professional Requirements / Licenses	Valid Code B Driver's Licence; professional membership with the Institute of People Management (IPM) or equivalent is an added advantage.	
E. CORE COMPETENCIES		
Knowledge	Skills	Behaviour
End-to-end payroll administration, general HR operational processes, policies, and best practices., tax procedures, and statutory deduction reconciliations.	Computer literacy in Microsoft Office Suite (Excel, Word, PowerPoint) and HR software.	Approachable, service-driven, and resilient under tight statutory deadlines.
Namibian Labour Act (Act No. 11 of 2007) and relevant labour laws.	Strong administrative, organizational, and record-keeping skills.	High level of ethics, integrity, and strict confidentiality.
Affirmative Action (Employment) Act and statutory reporting requirements.	Good written and verbal communication skills in English.	Self-motivated, proactive, and detail-oriented.

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Occupational Health & Safety (OHS) system implementation and workplace risk assessment.	Advanced minute-taking skills.	Service-driven and approachable team player.
Employee benefits, leave administration, and Human Resources Information System (HRIS).	Interpersonal, active listening, and conflict-resolution skills.	Ability to multitask and handle sensitive personnel matters with discretion.
Basic understanding of short-term insurance/financial sector operations.	Problem-solving and basic data management skills.	Independent initiative, sound decision-making, and high attention to detail.
F. Key Performance Areas		Critical Tasks
1. HR Administration & Employee Lifecycle Management		1.1 Maintain complete, accurate, and up-to-date digital and physical employee records in compliance with policy deadlines. 1.2 Ensure organisational policies are accessible to all employees and provide guidance on standard HR rules and guidelines. 1.3 Coordinate end-to-end recruitment logistics, including vacancy postings, shortlisting administration, panel interview scheduling, and candidate correspondence. 1.4 Facilitate onboarding programs, staff inductions, probation tracking, and contract management. 1.5 Provide advice to staff on all HR related issues and establish sound working relationship. 1.6 Coordinate end-to-end recruitment logistics, including vacancy postings, shortlisting administration, interview scheduling, and candidate communications. 1.7 Draft standard HR documentation, contract extensions, employment confirmations, and reference requests. 1.8 Ensures that the Corporation adheres to all relevant legislations. 1.9 Handle exit clearance procedures and assist with offboarding documentation.
2. Payroll Administration & Financial Reconciliation		2.1 Process monthly payroll end-to-end in accordance with organisational procedures, labour laws, and tax regulations, ensuring accurate target-date execution. 2.2 Calculate working hours, overtime, allowances, and authorized deductions for payroll input. 2.3 Compile monthly payroll reconciliations for submission to the Finance Department. 2.4 Print, verify, and archive payroll reports, maintaining audit-ready documentation. 2.5 Administer monthly returns and contributions to Social Security, Pension Funds, and relevant statutory institutions. 2.6 Evaluate and recommend competitive, cost-effective compensation and benefits updates to management.
3. Leave & Benefits Administration		3.1 Administer and track leave applications (annual, sick, compassionate, study) in accordance with company policy and the Labour Act. 3.2 Reconcile monthly leave balances and flag discrepancies or excessive leave accumulation. 3.3 Liaise with Finance/Payroll on monthly payroll inputs (e.g. new hires, terminations, allowances, and leave adjustments).

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	3.4 Assist staff with enquiries regarding medical aid, pension schemes, social security, and other employee benefits.
4. Employee Relations, Wellness & Compliance (Health and Safety)	4.1 Provide first-line HR advice to employees on company policies, procedures, and statutory rights. 4.2 Assist in organizing wellness initiatives, health awareness campaigns, and staff engagement events. 4.3 Support administrative compliance requirements for internal committees (e.g. Affirmative Action, Health & Safety). 4.4 Assist with record preparation for internal disciplinary hearings or grievance discussions. 4.5 Ensures that workplaces conform to organisational procedures and safety standards. 4.6 Inspects workplaces and identifies health hazards and risks. 4.7 Implement occupational health and safety systems, including policies, procedures and manuals.
5. Training & Employee Development Support	5.1 Assist with the compilation of training needs assessments across departments. 5.2 Coordinate logistics for internal and external training sessions, workshops, and study assistance applications. 5.3 Maintain accurate training records and support statutory reporting to relevant training authorities (E.g NTA, NCHE, NQA, EEC etc) 5.4 Assesses the workforce's current skill levels and compares them with the skills required to meet future business objectives. 5.5 Compile post training reports.
7. Labour Relation Administrative duties	7.1 Designs processes & supporting activities to ensure that all employees are informed about rules, regulations, policies & procedures. 7.2 Notifications are forwarded to all relevant parties on all labour related meetings. 7.3 Assist in proper facilitation of various procedures to educate employees 7.4 Monitor staff morale & Advice on areas of frustration & potential confrontation 7.5 Compiles minutes of all disciplinary, grievance & negotiation meetings
8. Facilitate Grievance Processes	8.1 Interpret & advice employees about the provision of the grievance procedures 8.2 Advice & assist both supervisor & employees in resolving grievance at the lowest level.
9. Facilitate Disciplinary hearing	9.1 Provide advice on the interpretation and application of IR policy & Procedure 9.2 Ensure procedural & substantive fairness during the hearing 9.3 Ensure that proper record of disciplinary record of disciplinary proceedings are kept.
10. Change Management	10.1 Talent Management coordination 10.2 Coordinate the Corporation reward initiatives. 10.3 Design processes and activities that boost employee morale.

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11. Coordination of Statutory and Compliance Committees (Affirmative Action; Health & Safety; any other committees)	11.1 Arrange the AA meetings and take minutes of the meeting 11.2 Assist in compiling statistical reports 11.3 Assist with the implementation of the respective committee plans.
12. Reporting & HR Metrics	12.1 Assist in preparation of routine monthly HR operational reports, headcount statistics, and staff movement summaries. 12.2 Maintain and update the HR database/system to ensure data integrity. 12.3 Provide audit-ready support documentation for internal, external, and statutory compliance audits.

Declaration:

I hereby acknowledged that the above job description is a broad indication of the job specifications with the focus on the outputs that I will be responsible for. From time to time the I may be required to undertake other duties reasonably expected from me. Kindly note that no job description will be regarded as a precise specification of duties but rather as a guide to the main responsibilities

Employee Details

Employee Name: _____

Signature: _____

Date: _____

Exco/Line Manager/Supervisor: _____

Signature: _____

Date: _____