JOB DESCRIPTION

A. POSITION INFORMATION	
Job Title	Manager: Human Resources
Department	Finance and Administration
Division	Human Resources
Duty Station	Windhoek
Reports to Position	Executive Finance and Administration
Number of Direct Reports	1
Job Description Completion Date	November 2026
PATERSON GRADING OUTCOME	**D4**

B. PRIMARY PURPOSE OF THE POSITION
To manage and coordinate the Human Resources function, ensuring that HR policies, programmes and departmental activities are effectively implemented and aligned with NASRIA's Strategic Business Scorecard. The role is responsible for translating organisational priorities into HR plans and initiatives, providing professional advice and support on organisational development, talent acquisition and retention, remuneration, performance management, employee relations and statutory compliance. The Manager is accountable for the effective delivery, monitoring and control of HR activities, including supervising and reviewing the work of subordinate staff, and escalating strategic matters and decisions requiring higher-level approval to the Executive: Finance and Administration, MANCO, MD or Board, as appropriate.

C. ORGANISATIONAL STRUCTURE	
Incumbent's Superior (1 Level)	Executive Finance and Administration
Incumbent's Job title	**Manager: Human Resources**
Incumbent's Subordinates (Level 1) [Title/-s and Number/-s per Position]	Human Resources Officer (x1)

D. JOB SPECIFICATIONS	
Minimum Academic Qualification	A Bachelor's Honours Degree in Human Resource Management, Industrial Psychology, Organisational Development, Behavioural Science or a related field.
NQF Level (1-10)	NQF Level 8
Minimum Experience Required	Eight (8) years of relevant experience in Human Resources, of which at least five (5) years should be at managerial level.

JOB DESCRIPTION

Legal / Professional Requirements / Licenses	A Valid Driver's License (Code B).

E. CORE COMPETENCIES		
Knowledge	***Skills***	***Behaviour***
Human Resources principles, practices, policies, procedures and operational planning.	HR planning, coordination, advisory and management skills.	Integrity, discretion and commitment to confidentiality.
Applicable Namibian employment and labour legislation, employment equity and affirmative action requirements, social security, occupational health and safety and related statutory obligations.	Interpretation and practical application of employment requirements; employee relations and conflict-resolution skills.	Fair, consistent and impartial approach to employee matters.
Performance management, recruitment, job evaluation, remuneration, benefits and payroll administration.	Payroll review, reconciliation, control and HR systems administration skills.	Accountability, accuracy and attention to detail.
Organisational development, workforce planning, talent management, learning and development.	Policy drafting, report writing, analytical and problem-solving skills.	Approachable, collaborative and supportive leadership.
HR records management, confidentiality, information security, data integrity, business continuity and operational risk management.	Data analysis, records governance, risk identification and control monitoring.	Sound judgement and responsible handling of sensitive information.
HR budgeting, performance reporting and relevant HR information systems.	Budget monitoring, stakeholder engagement, negotiation and presentation skills.	Results-oriented, adaptable and service-focused.

F. Key Performance Areas	**Critical Tasks**
1. HR Planning, Policy and Organisational Development	1.1 Develop and maintain HR policies, procedures and guidelines for review and approval through the appropriate governance structures and monitor their implementation.

JOB DESCRIPTION

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	1.2 Prepare the annual HR operational plan, aligned with NASRIA's Strategic Business Scorecard, and monitor delivery against agreed outputs and timelines. 1.3 Coordinate reviews of the organisational structure, job descriptions and staffing requirements with relevant managers, and submit recommendations to the Executive: Finance and Administration for consideration. 1.4 Coordinate job evaluation and grading exercises with approved external consultants, ensure that job descriptions and supporting information are complete, and present findings and recommendations to the appropriate approval authority. 1.5 Advise managers on workforce planning, role clarity, organisational change and the practical application of HR policies, escalating matters requiring management or Board decisions.
2. Remuneration, Benefits and Payroll Management	2.1 Administer the approved remuneration and benefits frameworks, maintain relevant salary and benefits information, and identify matters requiring review against approved policy and market information. 2.2 Conduct or coordinate remuneration benchmarking and prepare evidence-based submissions on salary adjustments and benefits for consideration by the Executive and the appropriate Board committee. 2.3 Coordinate monthly payroll processing , ensuring that approved employee changes and payroll inputs are complete, accurate and submitted within agreed timelines. 2.4 Review payroll reports and reconciliations, investigate variances, verify supporting documentation and certify HR-related inputs before

JOB DESCRIPTION

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	submission to Finance for independent review and final payment authorisation. 2.5 Monitor the accurate calculation and processing of salaries, approved allowances, bonuses, annual increases and deductions in accordance with approved decisions, contracts and policies. The Manager must not independently approve changes or payments outside delegated authority. 2.6 Monitor compliance with payroll-related statutory obligations, including PAYE, Social Security, pension contributions and the NTA levy, and coordinate the preparation and timely submission of required returns. 2.7 Coordinate the preparation and distribution of employees' PAYE 5 certificates and maintain supporting records for statutory reporting and audit purposes. 2.8 Liaise with relevant internal stakeholders to resolve payroll queries, system issues and identified control weaknesses. 2.9 Maintain and review HR/payroll system user access and employee master data in coordination with ICT and Finance, ensuring that changes are authorised and appropriately documented.
3. Performance Management, Recruitment and Employee Lifecycle	3.1 Administer NASRIA's approved performance management framework, provide guidance to managers and employees, and coordinate the annual performance management cycle and related documentation. 3.2 Review performance agreements, assessments and supporting evidence for completeness, consistency and compliance with the approved process, and identify matters requiring clarification or moderation. 3.3 Coordinate performance moderation and calibration processes, prepare supporting analysis and recommendations, and submit outcomes to the

JOB DESCRIPTION

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	Executive, MD or Board committee for consideration and approval in accordance with delegated authority. 3.4 Coordinate recruitment and selection processes, including preparation of vacancy documentation, shortlisting arrangements, interview logistics, reference checks and appointment recommendations, ensuring compliance with approved procedures. 3.5 Participate in selection panels as assigned and provide HR advice on role requirements, candidate suitability and fair selection practices. Appointment decisions remain subject to the applicable approval authority. 3.6 Monitor employee lifecycle processes, including appointments, transfers, promotions, leave, employee relations matters and exits, ensuring that changes are properly authorised and accurately recorded. 3.7 Analyse and report on HR trends, including headcount, vacancies, turnover, absenteeism and leave balances, and recommend appropriate corrective action to management.
4. Learning, Development and Skills Planning	4.1 Coordinate the identification and assessment of employee training and development needs with managers and employees, and prepare the annual HR training and development plan linked to organisational priorities. 4.2 Provide secretariat and technical support to the Staff Development Committee (SDC), ensuring that submissions, recommendations and minutes are properly documented and followed up. 4.3 Administer the Staff Financial Assistance Scheme and other approved development initiatives in accordance with the applicable policy, and submit recommendations to the designated approval authority. 4.4 Coordinate training implementation, maintain training records, evaluate programme effectiveness

JOB DESCRIPTION

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	and report on expenditure and outcomes against the approved plan and budget. 4.5 Coordinate the preparation and submission of applicable skills development and affirmative action reports, including liaison with the relevant authorities, and monitor compliance with statutory requirements. 4.6 Identify succession and critical-skills gaps with line managers and recommend practical development interventions for consideration by the Executive and management.
5. Employee Relations, Engagement and Labour Compliance	5.1 Manage the day-to-day employee relations function, advising managers and employees on the application of HR policies, employment conditions, grievances, discipline and workplace conduct. 5.2 Coordinate grievance and disciplinary processes, ensuring procedural fairness, proper records and compliance with applicable labour legislation and approved policies; refer complex or high-risk matters to the Executive and Legal/Governance/Compliance for guidance. 5.3 Coordinate engagement with recognised employee representatives and support the Executive in wage negotiations and other labour engagements, as required. 5.4 Represent NASRIA at labour forums, conciliation or arbitration proceedings only when duly authorised and in consultation with the Executive and Legal/Governance/Compliance function. 5.5 Coordinate the administration and follow-up of statutory and internal committees within the HR portfolio, including the Affirmative Action Committee, Health and Safety Committee and Staff Development Committee, as applicable. 5.6 Monitor compliance with applicable employment, labour, social security, employment equity and occupational health and safety requirements, and

JOB DESCRIPTION

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	report material non-compliance or emerging issues to the Executive.
6. HR Budget Management, Reporting and Analytics	6.1 Prepare the annual HR departmental operational and capital budget for review and approval through the applicable budget process. 6.2 Monitor HR expenditure against the approved budget, investigate variances and submit periodic budget reports and recommendations to the Executive: Finance and Administration. 6.3 Prepare periodic HR reports and dashboards covering workforce costs, headcount, recruitment, turnover, absenteeism, leave, training, employee relations and other agreed performance measures. 6.4 Analyse HR information and trends to identify operational issues, emerging risks and opportunities for improved workforce management, and provide evidence-based advice to management. 6.5 Monitor the delivery of the HR operational plan and report on progress, challenges and corrective actions against agreed targets.
7. Supervision, Performance and Development of Subordinates	7.1 Allocate and monitor the work of the HR Officer, set clear deliverables and timelines, and review the quality, accuracy and timeliness of outputs. 7.2 Provide day-to-day guidance and technical support to the HR Officer, ensuring that routine HR administration is appropriately delegated while the Manager retains accountability for the quality and control of the HR function's outputs. 7.3 Conduct performance planning, ongoing feedback and formal performance assessments for the HR Officer in accordance with NASRIA's performance management framework. 7.4 Identify development needs and facilitate appropriate coaching, training and knowledge transfer to strengthen subordinate capacity and the resilience of the HR function.

JOB DESCRIPTION

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	7.5 Ensure that the HR Department operates in accordance with NASRIA's Code of Conduct, approved policies, procedures and internal control requirements.
8. HR Records Governance and Information Management	8.1 Ensure that employee personnel files and HR records are complete, accurate, current, securely maintained and readily retrievable by authorised personnel. 8.2 Restrict access to confidential employee and payroll information to duly authorised personnel, and review access rights at least annually and whenever roles or responsibilities change. 8.3 Ensure that HR records are retained, archived and disposed of in accordance with approved records-management requirements and applicable legislation, with documented authorisation for disposal. 8.4 Maintain the accuracy and integrity of employee information on HR and payroll systems through periodic reconciliations and data-quality reviews at least quarterly. 8.5 Ensure that HR-related data breaches, confidentiality incidents and control weaknesses are promptly reported, investigated and addressed in accordance with approved procedures. 8.6 Promote confidentiality and appropriate handling of employee information by HR staff and other authorised users, including through guidance and awareness.
9. HR Operational Risk and Business Continuity	9.1 Identify, assess and maintain an up-to-date register of HR-related risks, including payroll, employee records, labour relations, recruitment, skills availability and statutory compliance risks, and monitor agreed mitigation actions. 9.2 Maintain documented HR business continuity and records-recovery arrangements, including procedures for accessing critical employee and

JOB DESCRIPTION

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	payroll information during system or service disruptions. 9.3 Coordinate periodic testing or review of HR continuity and recovery arrangements with ICT, Finance and other relevant functions, and follow up identified gaps. 9.4 Monitor audit findings, control weaknesses and management actions relating to HR records, payroll administration and HR processes, and ensure that corrective actions are implemented within agreed timelines.

Declaration:

I hereby acknowledge that the above job description provides a broad indication of the job specifications, with a focus on the outputs for which I am responsible. From time to time, I may be required to undertake other duties reasonably expected of me. This job description is not intended to be an exhaustive specification of duties, but rather a guide to the main responsibilities.

Employee:

_____ _____

Employee Name **Signature**

Date: _____

_____ _____

Exco/Line Manager /Supervisor **Signature**