Senior Manager Employee Relations

* Establish standards and practices for all employee relation activities, to implement the Dubai HR Law on personnel services provided to employees, for offering customer focused, cost effective and innovative HR services for different entities of the organization.
* Oversee preparation of employee handbook and circulation among Dubai Customs employees to create awareness on the Dubai HR Law and Dubai Customs HR procedures.
* Ensure the implementation of the appropriate, safe file management for all employee documents in coordination with Manager-Employee Services
* Oversee management of the attendance system of Dubai Customs and administer the pay process of employees in timely manner.
* Manage, supervise and organize all process related to employees medical insurance, passport and visa renewal, business visa issue, leave management, termination / resignation, end of services, retirement and death.
* Ensure that the HRMS of Dubai Customs is managed in an effective and efficient manner and employees are supported for HRMS self-services by suitable trainings.
* Ensure better and faster, social and welfare services for Dubai Customs employees to enhance the quality of work life by improving their satisfaction.
* Monitor employees’ attitudes, behaviors and commitment in contributing towards business for better control and in asserting employees interest/agenda to support and improve employees’ performance.
* Measurement of the acceptance of changes by the employees.
* Review reports on employee services, business partnership, payroll, and HRIS to analyze and make decisions for improving employee relations in Dubai Customs.
* Perform all other related duties as assigned by Director-Human Resources and Executive Director HR with reliability, honesty, and discretion

**Qualifications**

Graduate in the relevant business area / Post graduate Diploma / MBA with relevant specialization

10 - 12 years of relevant business experience with at least 5 years exposure to the budgeting, team management, planning, executing plans, business process improvement, people development and innovation