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| **JOB DESCRIPTION** | | | | |
| **BASIC INFORMATION ON THE ROLE** | | | | Kahramaa Q3 Profit 10 |
| **Position Title** | **Officer – Employee Relations** | | |
| **Directorate** | **Shared Services** | | |
| **Department** | **Human Resources** | **Section** | **Employee Relations** |
| **Grade** | < to be decided> | **Position ID** | **177202** |
| **Reporting To** | **Senior Employee Relations** | | |

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| **SECTION I: JOB PURPOSE** | |
| The role holder is responsible for performing a variety of duties to promote employee welfare and address employee grievances at Kahramaa. | |
| **SECTION II: KEY RESPONSIBILITIES** | |
| **Key Responsibilities:** | **Core Responsibilities:**   * Receives employee grievances, meets with employee, Manager and/or Head of Section and prepares findings report for Senior – Employee Relations * Explains and provides advice to workers about Kahramaa and governmental rules, regulations, procedures and the need for compliance * Interviews employees and discusses the personnel, human relations and work-related issues that adversely affect morale, health and productivity * Shares employee concerns with the Senior – Employee Relations and prepares reports to summarise the findings and share the same with the management * Prepares newsletters and other reports to communicate information about employee concerns and comments and organizational actions taken * Schedules exit interviews for end-of-service and meet with concerned employees * Studies and follows up absenteeism report for review and action by Senior – Employee Relations * Prepares and maintains updated medical, insurance, retirement and other personnel forms and records * Arranges technical, management and interpersonal skills training to improve employee performance * Coordinates with departments and sections, and meets with employees on redistribution of employees cases * Studies outstanding performance rewards for nomination of employees * Studies and reviews extension of service requests on humanitarian grounds and raises recommendations * Follows up poor performance employees with departments and sections on behavioural side and arranges related reports * Conducts outside visits, liaises with fiscal offices and prepares/raises reports and recommendations * Studies and raises unpaid, special and escort leaves for approval * Works in cooperation with Quality Assurance and Continual Improvement section on securing and maintain the ISO / Risk Management / ISMS certification * Carries out and ensures the compliance of all activities within the Department are in-line with Kahramaa health and safety regulations   **Self- Management Responsibilites:**   * Defines performance goals at the start of the year in discussion with the reporting manager and ensures that the goals are achieved during the course of the year * Identifies the training and development requirements for self and agrees on them with the reporting manager to ensure that the required trainings are arranged and attended * Keeps abreast of professional developments, new techniques and current issues through continued education and professional growth |
| **SECTION III: KNOWLEDGE & SKILLS** | |
| **Educational and Technical Qualifications/ Certifications:** | * Bachelor's degree or equivalent in any discipline, preferably in Human Resources |
| **Years and Nature of Experience:** | * More than 8 years of experience in a similar role |
| **Language Skills:** | * Written and Spoken English is essential, Arabic is preferred |
| **SECTION IV: PHYSICAL REQUIREMENTS** | |
| **Physical Requirements of Work** | This role requires:   * Full Time Office Work |
| **JOB DESCRIPTION DOCUMENTATION & APPROVAL** | |
| **Documented By:** |  |
| **Approved By:** |  |
| **Date of Approval:** |  |