

Terms of Reference (TOR) for Assistant Human Resource Manager

Position Title: Assistant Human Resource Manager

Department: Human Resources

Reports to: HR Director

Location: Kigali, Rwanda.

Date: 17th February 2025

1. Job Purpose:

The Assistant Human Resource Manager supports the HR Director in implementing HR strategies, programs, and processes. The role assists in recruitment, employee relations, performance management, training, and maintaining compliance with labor laws. The position plays a crucial role in promoting a positive organizational culture and fostering effective communication between employees and management.

2. Key Responsibilities:

- Recruitment & Staffing:
 - Assist in the recruitment process, including posting job openings, screening resumes, and conducting interviews.
 - Coordinate with hiring managers to ensure timely and effective hiring of new staff.
 - Maintain a database of potential candidates for future recruitment needs.
 - Conduct employee onboarding and ensure a smooth induction process.
- Employee Relations:
 - Act as a point of contact for employees' queries related to HR policies and procedures.
 - Handle employee grievances and resolve conflicts in a fair and professional manner.
 - Support initiatives that promote a healthy work environment and employee satisfaction.
- Performance Management:
 - Assist in performance appraisal processes, tracking and providing feedback on employee performance.
 - Support managers in implementing performance improvement plans when necessary.
 - Monitor and help address performance issues in coordination with department heads.
- Training and Development:

- Identify training needs and assist in the design and implementation of training programs.
 - Coordinate with external training providers and assist in organizing workshops, seminars, and team-building events.
 - Maintain training records and assess the effectiveness of training programs.
- Payroll and Benefits Administration:
 - Support payroll processing by ensuring accurate employee records.
 - Assist with employee benefits administration where applicable
 - Respond to employee queries regarding compensation and benefits.
- Compliance and Documentation:
 - Ensure compliance with local labor laws and company policies.
 - Maintain HR files and employee records, ensuring confidentiality and adherence to data protection regulations.
 - Assist in the preparation and submission of reports required by regulatory authorities.
- HR Policies and Procedures:
 - Assist in the review and updating of HR policies and procedures.
 - Ensure that HR policies are consistently applied across the organization.
 - Help in communicating changes in HR policies to employees.
- Other Duties:
 - Assist with HR projects and initiatives as assigned by the HR Director.
 - Support the HR team in handling employee engagement activities and retention programs.
 - Perform other duties as required.

3. Qualifications:

- Education:
 - Bachelor's degree in Human Resources, Business Administration, or a related field.
 - Additional certifications in HR would be an advantage.
- Experience:
 - Experience with recruitment, employee relations, and performance management is preferred.
- Skills:
 - Strong communication and interpersonal skills.
 - Ability to handle sensitive information with confidentiality.
 - Proficiency in Microsoft Office Suite and Google features (Google Drive, Excel, Word, PowerPoint).
 - Familiarity with HR software (e.g., Huza, payroll systems) is a plus.

- Knowledge of labor laws and regulations in the relevant jurisdiction.
- Personal Attributes:
 - Strong organizational skills with the ability to manage multiple tasks.
 - Proactive, with a high degree of initiative and responsibility.
 - Strong attention to detail and accuracy.

4. Performance Expectations:

- Quality of Work: Ensure high standards of accuracy and quality in all HR-related activities and documentation.
- Timeliness: Meet deadlines consistently and manage HR processes efficiently.
- Collaboration: Work effectively with all team members and departments, fostering a collaborative work environment.
- Employee Satisfaction: Maintain a positive relationship with employees, addressing concerns promptly and professionally.

5. Work Environment:

- The Assistant Human Resource Manager will work in an office environment with occasional requirements for travel to various locations as needed.
- The position may require flexibility in working hours based on business needs, especially during recruitment drives or employee engagement events.

If you fulfil the above criteria, please submit your detailed CV and relevant academic documents to hr@ictchamber.rw by 20th February 2025.