

KEY PERFORMANCE INDICATOR 2024



DIVISION	Corporate Services
DEPARTMENT	Human Resource
UNIT	Human Capital Development
JOB TITLE	Recruitment Administrator

Objective: Ensure that targets are defined and agreed with the employee and communicate to the employee the employer's expectations of the employee's performance and accountability in alignment with the company's strategic focus for the Financial Year. The KPIs stated in this document shall form the basis for employees' monthly scorecard which shall be communicated accordingly.

Please note that the cumulative score of every individual will ultimately be read as the team's monthly performance.

	JOB KEY PERFORMANCE INDICATORS(KPI)	TARGET	WEIGHT	TIME BOUND OUTCOME (TURN AROUND TIME) 24hrs/48hrs/72hrs.
1	Implements the recruitment strategies, policies, processes and plans to facilitate effective recruitment. a. Nil deviation from the approved strategies, policies, processes, and plans. b. Zero infractions on all approved processes and policies (close all Outsourced ERF within 5 days; close all IBEDC approved ERFs within 35 days). c. Ensure 90% of open position in 2023 are filled internally. d. Ensure that interviews are carried out for open positions within one week of approved CVs in 2023.	100%	20	Q2
2	Conducts applicant screening process. a. 100% adherence to the screening process. (Shortlisting, approving CVs for open positions, scheduling test and interviews, selections and communications to selected candidates) b. 100% adherence to approved screening tools (Question banks and case study). c. Interview results are to be communicated within the stipulated timeline(at least 72hrs after the interview). d. Minimum of 85% satisfactory feedback from Hiring Managers.	100%	25	72hrs after the interview
3	Supports the review and updates of Job Descriptions. a. 100% documentation of reviewed and updated Job Descriptions. b. Draft for new roles to be submitted within the 48hrs of initiation by the Hiring Manager.	100%	15	48hrs
4	Supports recruitment, intern programs, and other related initiatives. Minimum of 85% feedback from participants on related initiatives (Within 48hrs of completion of Programs).	100%	10	48hrs
5	Coordinates and liaise with Hiring Managers on the recruitment, selection, and onboarding of new hires. a. Ensure ERFs for replacement/new recruitment are filled correctly by Hiring Managers. b. Conduct quarterly survey assessment of hiring manager recruitment satisfaction. c. Minimum of 85% satisfactory feedback from stakeholders.	100%	10	Quarterly
6	Manages Staff confirmation appraisal. a. Confirmation appraisal to be done within 6 months of employment. b. Nil exception of confirmation case without justification.	100%	10	within 6 months
7	Analyses exit interview feedback. Report to be submitted quarterly.	100%	10	Quarterly

ERODERS

- 5% down for every 24hrs default in meeting timeline
- 5% down for noncompliance with HSE Standards.

BOOSTERS

- 5% up for all documented cost reduction initiative(s).
- 5% up for all positive activities not captured under this Agreement i.e. Process improvement, Projects, Training/training facilitator etc.