**Roles & Responsibilities**

He/She provides human resource consulting to the business. He/She liaises with hiring and line managers to understand and prioritise critical skills that are necessary for the business in future. He/She also advises business leaders on strategies to better support the induction of new hires into the organisation effectively.  
  
He/She guides learning managers to focus on learning programmes to build new capabilities for the staff. He/She also handles sourcing and managing of high-potential talent, and the carrying out of succession plans. He/She advises on non-monetary benefits options to the compensation manager. He/She manages employee issues and supports line managers in exit and retirement processes.  
  
He/She is the main point of contact between HR and the business. He/She is an excellent communicator who promotes a cooperative work environment. He/She has a service excellence mindset and is passionate about addressing organisational and employees' needs and issues.

**Requirements**

~ Manage team resources to ensure adequate staffing and capability levels  
~ Adapt and tailor different styles and preferences when communicating to different audiences or stakeholder groups  
~ Adopt a service-oriented mindset and people-centricity in dealing with workforce and business stakeholders  
~ Advise hiring managers on the principles of fair and unbiased employment selection practices  
~ Advise line managers in retirement processes to ensure employee leaves with a positive association with the organisation  
~ Advise line managers on resource planning options  
~ Analyse financial and HR data by employing data mining, modelling, predictive analytics, and benchmarking tools and techniques to create insights and foresights to guide decision-making  
~ Apply data governance concepts and principles to identify, collect and prepare data for analytics and HR metrics benchmarking  
~ Assess feasibility of proposals to improve internal workflows  
~ Assist retiring employees on retirement process, obligations and post-retirement support available  
~ Build trust (being a trusted advisor) through assisting key stakeholders in solving people related issues successfully  
~ Coach employees to refer to career development policy, framework and programmes for career progression in the organisation  
~ Coach line managers to cascade key performance indicators and performance goals to employees aligned to business requirements  
~ Coach line managers to manage involuntary exits due to redundancy or other reasons  
~ Collaborate with line managers to project future skills demand and supply  
~ Communicate with employees on areas such as benefits and claims eligibility and administration, payroll deductions, retirement, re-employment and termination guidelines  
~ Conduct exit interviews to gather feedback for better employee retention  
~ Correlate financial and HR data to design HR metrics, identify causal relationships, analyse trends, develop forecasts and projections, and draw insights and foresights for decision-making  
~ Define learning and development needs based on business and staff capability needs  
~ Demonstrate empathy and respect when handling difficult conversations, dilemmas or paradoxes  
~ Derive relevant insights from analysis and recommend enhancements to the organisation's HR practices taking into consideration the business context and operating environment  
~ Develop communication material/ information kits for the HR programmes/ activities to convey desired messages clearly and effectively to the targeted audience  
~ Develop insightful presentation derived from data analytics and HR metrics benchmarking using dashboards or data visualisation tools  
~ Develop plan to deploy organisation's workforce to maximise productivity in pursuit of organisational vision, mission, strategy and plans in consultation with stakeholders  
~ Develop positive working relationships with people through strong inter-personal skills  
~ Engage senior management to support organisation development and change interventions  
~ Establish credibility by gaining confidence of others through a demonstration of business and technical knowledge  
~ Facilitate remployment of employees beyond retirement age in alignment with organisation's retirement policies  
~ Facilitate talent review sessions with line managers to identify and manage high-performing individualsfor mission-critical roles within the organisation  
~ Facilitate the redesign of the organisation structure to deliver its vision, mission, strategy and plans in an effective and efficient manner  
~ Guide employees on outplacement support provided by the organisation  
~ Guide hiring managers in selection of candidates with right competencies, experience and culture fit through effective screening and assessment processes  
~ Guide line managers in their understanding and usage of performance management policy, framework and processes  
~ Guide line managers in usage of compensation strategies and programmes to attract, motivate and retain workforce  
~ Guide onboarding managers to enhance effectiveness of orientation, induction and assimilation programmes  
~ Guide senior management to implement succession plans to identify and groom individuals to take over leadership roles within the organisation  
~ Implement and operate various aspects of the HR operating model to deliver HR services as set out in service management framework and in accordance with HR policies  
~ Implement HR transformation programmes to improve the effectiveness of HR service delivery and cost efficiency for the organisation  
~ Justify the resources required to support changes in resources, procedures, systems, or technology within the function  
~ Keep abreast of local and global HR trends and developments to provide further benchmarking insights on data analysis outcomes  
~ Liaise with employees to evaluate effectiveness of organisation development and change interventions  
~ Manage internal stakeholders beyond the team and external stakeholders to achieve shared goals  
~ Manage labour relations to achieve work harmony and progress towards organisational goals  
~ Monitor the function's financial inflow and outflow against allocated budgets and forecasts  
~ Plan and execute communication activities using the appropriate channels/ tools for the targeted audience  
~ Present and communicate with impact and empathy through clarity in messages, and engaging audience through active listening and inquiry  
~ Prioritize critical open positions to be filled in consultation with line managers  
~ Promote cross-cultural management with stakeholders to embrace differences in perspectives, traditions and culture in working towards mutually agreed outcomes  
~ Provide advice to business leaders and managers to position the organisation as an employer of choice to secure candidates  
~ Provide advice to line managers on managing voluntary employee exits to ensure employee leaves with a positive association with the organisation  
~ Provide coaching and advice to junior team members  
~ Provide support to senior management in rolling-out employee engagement activities to motivate employees to deliver superior performance in fulfilling organisational requirements  
~ Recommend alternate strategies to prevent redundancies in the organisation  
~ Recommend sourcing channels to source the right candidates in line with business needs  
~ Research and apply prevailing labour policies, employment laws and regulations, including but not limited to tripartism, employment laws for foreign nationals, Fair Consideration Framework  
~ Resolve data availability and data quality challenges with data cleansing techniques  
~ Review needs of the workforce to recommend non-monetary benefits options to the Compensation and Benefits manager  
~ Review the range of HR services against their corresponding HR service delivery channels critically to identify opportunities for continuous improvement of service quality or costs reduction  
~ Secure involvement of business leaders in the onboarding processes to assimilate new hires effectively  
~ Set individual objectives, periodically reviewing and assessing performance of direct reports  
~ Support line managers in drafting and issuing employment contracts, taking into account all relevant statutory terms and benefits  
~ Translate the long-term objectives for the HR Business Partner function into tactical plans