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| **POSITION DETAILS:** | |
| **Position Title:** | Insourcing HRBP Senior Executive |
| **Designation:** | Specialist |
| **Function:** | HR Business Partner-HR |
| **Reports to:** | HRBP Deputy Manager |
| **Location:** | Cairo, Egypt |

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| **POSITION CLASSIFICATION:** | |
| Billable | Non – Billable |

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| **POSITION SUMMERY:** |
| An HRO HR Business Partner’s main aim is to manage HRO employees’ journey at iSON through coordinating the fulfillment of all HR requests as well as guiding them through the hiring process from scheduling training dates to conducting orientation sessions whilst fulfilling all hiring related paperwork. He/she also plays an account owner role being responsible for handling client requests from iSON which directly impacts the level of client satisfaction about iSON’s HR outsourcing services. |

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| **PERFORMANCE PARAMETERS:** |
| KRA1: Client requests fulfilment  KRA2: Employee life cycle management |

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| **PERSONAL ATTRIBUTES:** |
| 1. Schedule and Conduct orientation sessions for new hires;  2. Collect employee hiring documents upon employment ensuring complete submission;  3. Coordinate bank account issuance process for new hires;  4.Update iSON’s departments with new hires numbers and statuses at client premises;  5.Oversee and conduct employment contract renewal cycles;  6. Prepare monthly employee attendance and transaction sheets in preparation for monthly payroll cycles;  7. Coordinate employee requests for HR services such as HR letters, medical insurance refund and subscription, bank account refunds… etc. with concerned parties;  8. Coordinate employee end-of-service process with designated departments;  9. Collect and manage employee payroll concerns and manage resolution;  10. Conduct visits to clients’ premises and deliver requested items/documents to employees |

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| **JOB ROLE ATTRIBUTES:** |
| **KRA1: Client requests fulfillment:**  1. Facilitate new hires’ entry to client’s process;  2. Prepare weekly suspension, medical card delivery and hiring reports;  3. Prepare monthly HR requests report and update client;  4. Receive and fulfill client requests for data;  5. Coordinate the preparation of “Second run” payroll cycles.  6. Availability for Weekly Visits: Must be available for weekly visits to Alexandria and other visits outside the company as needed.  **KRA2: Employee life cycle management:**  1. Schedule and Conduct orientation sessions for new hires;  2. Collect employee hiring documents upon employment ensuring complete submission;  3. Coordinate bank account issuance process for new hires;  4.Update iSON’s departments with new hires numbers and statuses at client premises;  5.Oversee and conduct employment contract renewal cycles;  6. Prepare monthly employee attendance and transaction sheets in preparation for monthly payroll cycles;  7. Coordinate employee requests for HR services such as HR letters, medical insurance refund and subscription, bank account refunds… etc. with concerned parties;  8. Coordinate employee end-of-service process with designated departments;  9. Collect and manage employee payroll concerns and manage resolution;  10. Conduct visits to clients’ premises and deliver requested items/documents to employees. |

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| **KEY RESPONSIBILITIES:** |
| KRA1: Client requests fulfilment  KRA2: Employee life cycle management |

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| Competencies |
| **Education and Training** |
| * A higher degree in any discipline * No Leadership role * No subordinates |
| **Skills and Experience** |
| * 6 Months up to 1 Year of experience in customer service industry * Business writing * Communication skills * Multi-tasking * Very good English (writing & speaking). * MS Excel * Analytical skills * Agility and adaptability * Presentation skills * Labor law |