Position

HR Manager

Working Times

Sunday to Thursday 7.00 am to 2.00 pm. Full time.

Reports to

Business and Development Director

Direct reports

HR Officer

HR Assistant

HR Administrator

Public Relationship Officer

Primary Objective of Role

To manage all aspects of the HR function ensuring compliance with current employment legislation at all times and to act as a strategic partner supporting the overall objectives of the Leadership Group and Board of Governors of Doha College.

Accountability and Responsibilities

**HR Advice and Guidance**

* Interpret and advise on HR policy giving guidance and support to the Leadership Group, middle leaders and employees on all HR related issues.
* Advise and liaise with the Governors’ DCM Committee on all HR related issues gaining approvals where necessary.
* Obtain external legal guidance as required on complex issues to ensure course of action will at all times minimise financial or reputation risk to the College.

**Recruitment**

* To co-ordinate the overall recruitment process for the college. This will include needs assessment, role description, pre-screening, interviewing and on-boarding & orientation.
* Develop recruitment oriented marketing tools to attract talent from overseas.
* Lead HR recruiters as well as work closely together with the Leadership Group, Middle Leaders, Marketing, as well as outside providers to ensure the best use of resources to identify and attract the most qualified candidates.

**HR Processes and Procedures**

* Ensure that all employee records, electronic and paper, are maintained in a confidential manner and are used only for the purposes for which they were obtained. Ensure that archiving or destroying of records is carried out as per agreed retention timeframes.
* Oversee the Single Central Register (SCR) for the college ensuring it is accurate, complete and meets all legal and inspection requirements.
* Manage and oversee all internal HR processes and procedures to ensure an efficient HR service is provided to the College.
* Develop and implement HR processes and procedures to support new HR policy and initiatives.
* Monitor the issuing of all personnel related letters and communications to employees.

**Compensation and Benefits**

* Lead complete salary reviews of all employees resulting in the implementation of new salary bandwidths of all levels of staff.
* Part of team, with members of the Leadership Group, implementing new assessment parameters and criteria for extended salary scale tied to performance review.
* Manage and implement the annual salary increase review for Support staff.
* Implement any salary increases for the Leadership Group and teaching staff following annual salary reviews conducted by the Leadership Group and the Board of Governors.
* Survey and review employee compensation and benefits to ensure the College maintains a competitive position within the market.
* Manage and administer all employee compensation and benefits.

**HR Policy**

* Regular review of all HR policies as well as HR procedure & implementation.
* Advise the Leadership Group to ensure all policies are in compliance with local labour law and HR best practice.
* Oversee execution of new procedures and continue to streamline HR service.
* Work closely together with other Support Service Departments to ensure effective communication.
* Carry out annual HR Policy review and propose changes to the Governors’ DCM Committee for approval by the Board of Governors.
* Communicate and implement changes to HR Policy to all managers and employees.
* Ensure all HR Policy is developed taking into account relevant Qatar Labour Law and HR best practice.

**HR Technology**

* Manage the MIS database to ensure accuracy of HR data for reporting purposes.
* Provide input to project teams on HR requirements as necessary for any College ICT initiatives.
* Develop the internal HR website to be a resource and information tool for all employees.
* Utilise the external College website to attract potential new employees to the College.

**HR Reporting**

* Continuously advise the Leadership Group on HR strategy to support the College’s Development Plan.
* Continuous review of HR alignment with global, region, local and sector norms by participating in salary and compensation review surveys.
* Present reports to Board of Governors on HR related matters including monthly Board Report as well as “Deep Dive” topics.
* Critically review feedback from exit interview, employee discussions and probation review meetings, deciphering areas of development and create action plans and subsequently recommend areas for improvement to Leadership.
* Execute Employee engagement survey results and improvement plans to ensure results are actioned. This will include leading focus groups, conducting stay interviews and needs analysis to align business strategy with people strategy.
* Prepare monthly HR Reports for presentation to the Governors DCM Committee and Board of Governors.
* Prepare monthly reports on headcount, turnover, employee demographics for inclusion in the monthly HR Report.
* Develop and implement an HR Reporting system to accurately monitor and report on absence.

**Government Liaison**

* To co-ordinate the immigration and induction team, to facilitate residence and work permits for employees & their families.
* Work closely with outside provider and government entities to facilitate yearly license renewal process for two campuses.
* Oversee all applicable Ministry of Labour and Ministry of Interior processes as relates to employing staff i.e. immigration/visa and exit permit requirements, contracts of employment, work permits/labour cards, driving licences and vehicle registration, police clearances.
* Maintain contact with the British Embassy as the College sponsor with regards to any changes that may impact College employees as British citizens.

**Performance Development/Training**

* Manage and oversee the annual performance development process including requirements for CPD for direct reports and overall CPD budget.
* Develop and conduct HR related training for managers and employees.
* Define and review competency framework with Leadership Group.

**Financial**

* Monitor and oversee the monthly payroll process ensuring that all staff are paid accurately and on time.
* Manage and control the HR Budget, including the recruitment budget to ensure all HR activity is carried out within budget.

**Employee Relations**

* Lead proactive employee relations and communications programs to resolve employee grievance, employee and management issues and to continue the employee-centric focus of the HR department.
* Investigation lead in conjunction with Leadership Team as well as the Board of Governors and working closely with legal counsel in matters of employee concerns.
* Build relationships with key stakeholders throughout the College.
* Communicate and work with the Staff Association on changes to HR Policy.
* Ensure that the Disciplinary and Grievance Procedures are followed and any formal disciplinary actions are approved by the HR Committee.
* Manage any employee terminations ensuring that the Disciplinary Procedure has been followed to minimise financial and reputational risk to the College.

**Employee Resourcing**

* Manage and oversee the annual contract renewal process.
* Manage and co-ordinate the annual teaching staff recruitment exercise in conjunction with the Leadership Group.
* Manage other recruitment including recruitment for locally hired support staff.
* Co-ordinate the arrival and induction process for expatriate staff in conjunction with individual departments to ensure a smooth transition into work.
* Manage the induction process for local hire staff in conjunction with individual departments to ensure a smooth transition into work.

**Staff Accommodation**

* Source and manage staff accommodation needs including negotiation of lease agreements, management of maintenance issues and co-ordination of staff moves within current accommodation stock.
* Management of preparation of accommodation for new staff arrival including connection of utilities, purchase of furniture and welcome food packs.

**Health and Safety**

* Act as an HSE Champion.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Experience** | * Prior experience working as a HR Manager
* Experience of directly line managing a team of HR staff
* Experience of processing a payroll
 | * Previous experience of working in an educational environment
* Experience of working within the Middle East and to local HR policies and procedures.
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| **Knowledge** | * Working knowledge of HR policies and procedures
* Knowledge of Qatar Labour Law
* Previous experience working at an advisory level within an HR Department, preferably in an educational setting
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| **Skills** | * Excellent interpersonal and communication skills
* Ability to prioritise with good organisational skills
* Ability to handle difficult situations with tact and diplomacy
* Excellent interpersonal and communication skills
* The ability to work on your own initiative
* Excellent interpersonal and communication skills
* The ability to work on your own initiative
* Good numerical and budgeting skills
* The ability to work with personnel from all levels
* Tact, diplomacy and the ability to deal with difficult situations
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| **Qualifications and Training** | * Chartered Institute of Personnel and Development (CIPD)- qualified to Associate member level as a minimum
* A comprehensive record of HR CPD
* The ability to work on your own initiative
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**Special Circumstances**

None