

Job Title	HR Supervisor	Job Grade	B
Department	HR	Reports to	Group Head of HR
Creation Date	1 January 2024	Work Location	As per business needs

Job Purpose

As an HR Supervisor, you will assume a pivotal role in upholding a positive work environment by cultivating robust relationships between employees and the organization. You will be providing expert guidance on employee relations matters, promoting a fair and equitable workplace, and ensuring compliance with company policies and relevant labor laws. This role will involve supervising the employee relations team, resolving complex employee issues, conducting investigations, and collaborating with HR and management to enhance employee satisfaction and engagement.

Key Relationships

- Internal: All Employees
- External: Vendors, Government Authorities, Banking Institutions, auditors

Authorities

NA

Accountabilities

To ensure seamless HR operation within the assigned SBUs through supervising the employee relations team.

Duties and Responsibilities

Employee Relations:

- Proactively address employees' concerns to prevent any form of unrest (covert or overt) before it escalates causing a disruption in the workplace.
- Act as a trusted point of contact for employees and managers, providing guidance and support on various workplace matters.
- Supervise the employee relations team and provide guidance, mentorship, and support in all workplace related matters.
- Act as a point of escalation for employee issues and collaborate with relevant stakeholders to find effective solutions.
- Conduct thorough and impartial investigations into employee complaints, allegations of misconduct, or policy violations.
- Prepare comprehensive investigation reports with findings and recommendations.
- Consolidate the exit interviews feedback, identify and report the trends that may require HR intervention and provide suggestions and recommendations.
- Collaborate with HR management to manage the termination process, ensuring adherence to legal and company requirements.
- Timely preparation and reviewing of the Employment Contracts and any staff related documents
- Oversee entry and maintenance of employee data on all HR systems and ensure accuracy and timeliness of the same.
- Ensure that employee queries pertaining to payroll/ HR policies and requests for bonafide certificates are promptly reverted to.
- Monitor staff attendance to ensure punctuality in attendance and also ensure that leaves are applied on the system (ESS) promptly
- Ensure that accurate information with relevant supporting documents is shared with the Payroll officer within timelines in order to ensure that the payroll is error-free and all accruals and deductions are accurately processed.

- Effectively supervise and coordinate ,when needed, on-boarding activities (including but not limited to requesting and collecting mobilization documents pertaining to the employment laws, timely collection of all documents, handing over the document to Government relations department for processing of work visas and associated processes, liaising with the new hires and clarifying all queries and concerns, assisting with family mobilization and documentations required, ticket booking, welcoming arrangements, arranging and inspecting of staff accommodation if provided, induction and introduction)

Policy Development and Implementation:

- Manage "best practice" to meet Artan's requirements through ongoing review, update and development of all HR policies and procedures.
- Provide expert guidance to HR Associates and management on HR policy interpretation and implementation.
- Effective communication of HR policy to employees and managers and provide training when necessary.
- Adhere to the policy and process defined by the organization.
- Assess workplace dynamics, employee concerns, and changes in employment laws and regulations to pinpoint areas where policies may be necessary or require updates
- Conduct research to gather information on best practices, industry standards, and legal requirements related to the policies under consideration. Analyze this data to make informed recommendations
- Gather feedback from employees and managers regarding the effectiveness and relevance of the policies. Use the feedback to recommend necessary adjustments and improvements to policies over time to the GHOHR.
- Supervise and conduct, when needed, new hire induction on the various policies and procedures of the organization.
- Conduct regular reviews and update HR Handbook to ensure that its content accurately reflects the latest policies, practices, and any recent changes in relevant laws or regulations.

Compliance:

- Stay up-to-date with employment laws and regulations to ensure the organization's compliance.
- Keep internal policy updated with the changes to employment laws.
- Ensure that policies are consistently applied across the organization
- Conduct periodic audits and assessments related to HR compliance to identify areas of non-compliance.
- Develop and recommend corrective action plans to address compliance gaps.

Job Descriptions, Analysis and Evaluation

- Manage the development of Job Descriptions for all new positions within the organization, taking into account the skills.
- Proactive maintenance and revision of Artan's Job Descriptions on an annual basis in conjunction with job holders and line managers.

Employee Engagement:

- Develop and deliver training programs related to employee relations, conflict resolution, and HR policies. Ensure that HR officers are well-trained and informed.
- Facilitate open and transparent communication between employees and management.
- Encourage employees to provide feedback, opinions, and suggestions through surveys.
- Conduct and analyze onboarding surveys to gather feedback and identify methods to improve.
- Conduct and analyze employee satisfaction surveys to understand the satisfaction level and identify ways to promote a positive work environment.
- Manage and supervise employee events like Team Building, Sports Day, National Day and other related activities.

- Implement strategies to enhance employee engagement and satisfaction. Promote a positive workplace culture and healthy working relationships.
- Recommend and Implement employee recognition programs to acknowledge and reward exceptional performance and contributions
- Mediate workplace conflicts and disputes to promote a harmonious work environment.
- Address employee grievances promptly and fairly to maintain trust and satisfaction.

Recruitment Supervision:

- Supervise the recruitment team to ensure efficient, timely, and cost-effective hiring aligned with the organization’s staffing needs.
- Oversee the end-to-end recruitment process, ensuring compliance with internal policies and legal requirements.
- Coordinate closely with department heads and hiring managers to understand job requirements, timelines, and role expectations.
- Review and approve recruitment requisitions, ensuring alignment with approved manpower plans and budgets.
- Ensure job postings are accurate and appropriately advertised on internal and external platforms.
- Support in shortlisting, interviewing, and selecting qualified candidates as needed, ensuring fairness and consistency.
- Oversee and validate reference checks, background verifications, and documentation prior to hiring decisions.
- Monitor key recruitment metrics such as time-to-hire, quality of hire, and offer acceptance rate, and develop action plans for improvement.
- Ensure the proper issuance of offer letters, employment contracts, and onboarding plans.
- Continuously assess and improve recruitment tools, systems, and processes to enhance candidate experience and hiring efficiency.
- Support the implementation and maintenance of the Applicant Tracking System (ATS) and ensure data accuracy and process compliance.
- Stay updated on labor market trends, best practices, and competitive hiring strategies to attract top talent.

Reports:

- Analyze employee relations data and trends to identify areas for improvement and develop proactive strategies to enhance employee satisfaction.
- Prepare and submit reports related to employee relations activities, such as disciplinary actions, investigations, and grievances.
- Prepare and submit periodic recruitment reports, identifying challenges, risks, and recommendations for process enhancements.
- Submit Monthly report on audit and compliance.
- Prepare and submit quarterly / yearly HR Reports (Employee relations, turnover, absenteeism etc)
- Any other tasks, duties & responsibilities that may be added from time to time as relevant to business requirements

Skills & personal attributes

- Excellent communication and interpersonal skills.
- Exceptional problem-solving and conflict-resolution abilities.
- Proficiency in analyzing HR data and metrics related to employee relations to identify trends and areas for improvement.
- The capacity to align employee relations strategies with the organization's goals and values.
- Leadership skills
- Resilience and ability to motivate

- Strong ethical standards and a commitment to fairness and equity.
- Empathetic and approachable.
- Detail-oriented and organized.
- Strong teamwork and collaboration skills.
- Highly proactive

Language (s):

- English
- Arabic (will be an advantage)

Specialized Training/ Knowledge Required

- Strong knowledge of **Qatar** employment laws and regulations.
- Proficiency in HR software, database management, and Microsoft Office Suite.

Education & Qualifications

- Bachelor's degree in Human Resources, Business Administration, or related field.
- Master's degree and/or accredited HR certification such as SHRM/CIPD will be an advantage.

Experience

- A minimum of 4 to 5 years of HR Professional experience, preferably with a strong focus on employee relations within a school environment or an educational setting.

Key Performance Indicators (KPIs):

Area	Definition	Process of Measurement
Employee Satisfaction	Monitor overall employee satisfaction through surveys or feedback mechanisms and aim to maintain a high satisfaction score. Collect peers and managers' feedback on the effectiveness of employee relations assistance and services.	Staff supported during a certain period will be contacted via a survey to collect feedback. Bi annual survey for peer and managers with recommendations
Resolution Time	Reduce time taken to resolve employee relations issues.	Verification with the ERP system will assess the performance on this KPI
Compliance Rate	Ensure that employees adhere to company policies and compliance standards. Ensure that the HR Associate complies with all HR Policies and Procedures.	Employees deviations will be monitored and recorded at regular intervals. HR Associates deviations will be monitored and recorded at regular intervals.
Policy Audit Completion	Measure the ability to conduct regular policy audits or reviews to identify areas of non-compliance.	Percentage of policy audits completed within the specified timeframe
Absence and Attendance	Monitor employee absenteeism and attendance to identify trends and address issues contributing to absenteeism.	Monthly report with complete analysis and recommendations.
Employee Retention	Monitor employee turnover rates and aim to reduce turnover, especially in areas related to employee relations issues.	Using lag data, %of turnover and number of recommendations and initiatives implemented.

<p>Training Effectiveness</p>	<p>Measures the impact and efficiency of training programs for development and growth</p>	<p>Complete a minimum of 15 skill-based training modules through the Learning Management System (LMS).</p> <p>Complete number of courses on leadership essentials.</p> <p>Participate in at least three HR seminars to acquire knowledge and explore new approaches</p> <p>Conduct at least 3 in-house training for the HR team in related topics.</p> <p>Practical application of learning into work scope</p> <p>Monitor the professional development of the employee relations team and the quality of their training programs.</p>
<p>Employee Engagement</p>	<p>Gauge employee engagement through surveys and participation rates in engagement initiatives.</p>	<p>A minimum of three workable employee wellness or engagement programs in a year.</p>