

**Job:** HR Operations Associate - Officer  
**Job Code:** ISB/0424/AHRO/A-1  
**Level/Grade:** Level 1 / Associate  
**Job Nature:** Permanent  
**Job Reports to:** Head of Talent & HR Operations

**Overview:** This role is to support HR leadership in HR operations execution, assist in creating and implementing talent management frameworks, talent acquisition strategies, and training and development initiatives.

**Key Responsibilities:**

- Optimize HR processes and frameworks to ensure all Standard Operating Procedures (SOPs) are approved and implemented.
- Support in managing all employee related training calendar and engagement activities while ensuring complete confidentiality.
- Support in drafting internal communication documents.
- Responsible for preparing recruitment dashboards, managing data, and conducting talent profiling of employees.
- Support and assist participation in employer / organization / services related Surveys and subsequent analysis to ensure that the organization has accurate and up-to-date information.
- Assist and support in operations of HR Annual Processes and initiatives i.e. including but not limited to Annual Appraisal, engagement surveys.

**Experience Requirements:**

- Up to two (02) year of relevant experience.
- Tech Savvy – must be well versed with MS Office tools – excel, word, PowerPoint.

**Essential Skills & Competencies:**

- Excellent Communication & Presentation Skills
- Strong Follow up skills and must demonstrate high level of ownership and responsibility at all times.
- Attention to detail, collaboration and team player.
- Excellent coordination Skills and ability to multitask.
- Customer centric with an ability to work in large teams.

**Education Requirements:**

- Minimum academic qualification for this role is a graduate/bachelor's degree (16 years) in relevant fields from a national or foreign university recognized by HEC.
- Fresh business graduates (specialization in HR) with excellent academic record may also qualify.