



# Caribbean Telecommunications Union

## CARIBBEAN TELECOMUNICATION UNION (CTU)

### Job Description

#### Manager Human Resource / Administration

The Manager Human Resource / Administration reports to the Director Finance and Administration and provides leadership, strategic direction, and oversight for the delivery of all Human Resource services and supervision of the Secretariat at the CTU. He / She must be a transformational change leader who will conceptualize, develop, administer, and implement policies and plans for employee development, employee retention and change, using innovative HR policies, employee benefits, procedures and systems that promote organizational affinity and excellence, in a Caribbean focused, customer driven environment. The Manager, Human Resource & Administration will also provide leadership, oversight, and support for purchasing, facilities management, interregional travel and the annual CTU Retreat.

#### **MAIN DUTIES AND RESPONSIBILITIES**

##### **HR Administration**

- Provides strategic leadership to the Human Resource function adhering to all CTU and industry HR standards, policies and regulations including health and safety policies.
- Plans, develops, and coordinates programs for the deployment of HR policies and programs.
- Assists in the development and administration of CTU employee benefit plans inclusive of pension and medical in accordance with established policies, rules, and guidelines.
- Develops and manages the departmental budget.

##### **Culture and Change Management**

- Influences and integrates a culture of service excellence internally and externally to all stakeholders.
- Leads in the planning, implementation and coordination of organizational change strategies, initiatives, goals and objectives.
- Promotes a culture of transformation, high performance, and continuous improvement.
- Takes action to ensure change initiatives are embedded in all of the CTU's systems and processes

##### **Employee and Industrial Relations**

- Provides guidance to Management to plan, develop and implement employee and industrial relations initiatives in a collaborative environment which reduces the need for a third party.
- Develops initiatives that fosters enhanced employee communication that provides continuous feedback to both management and staff.
- Coordinates annual staff meetings and information systems that advises on the annual plans and programs of the Secretariat and the role to be played by employees for performance assessment and development.
- Provides training and guidance on the administration, use and implementation of all policies and programs.

##### **Performance Development and Management**

- In collaboration with the management team develops and leads the implementation of an appropriate Performance and Rewards Management System, including measurable KPI's for each department.
- Provides coaching and guidance to managers and all employees ensuring confidentiality of details discussed.
- Conducts needs analysis, designs and implements training plans and programs for CTU's employees.

## **Recruitment and Selection**

- Leads and manage the recruitment and selection process ensuring optimum staffing levels in accordance with CTU's policies.
- Coordinates new staff orientation and the cultural acclimatisation for regional and international staff.

## **Administrative Support and Facilities Management**

- Develops and maintains purchasing policies and ensure compliance.
- Participates in negotiating for contract terms for CTU outsourced services and monitors contractors' performance.
- Ensures that facilities are well maintained along with continuous adherence to good housekeeping by all.

## **KEY LIAISONS**

**Internal** Board of Governors, Board Committees, Management Team, and General Staff.

**External** Ministry of Public Administration Trinidad & Tobago, CARICOM Secretariat, Regional Member States Communication Counterparts, Development and Funding Agencies.

## **QUALIFICATIONS AND COMPETENCIES**

- B.Sc. in Human Resource Management or Management Studies.
- Post-graduate degree in Human Resource Management or other related discipline from an accredited institution.
- Ten (10) years' relevant experience with at least five (5) years at a managerial level.
- Experience in administrating specialized and regular benefit plans and programs.
- Exceptional leadership skills including guiding teams through conflict situations and resolution of challenges.
- Excellent analytical and communication skills
- Proven ability to develop and maintain organizational systems.