

# EXECUTIVE VACANCY

## Manager, Human Resource and Administration



**Caribbean  
Telecommunications  
Union**

**Our Client, The Caribbean Telecommunications Union (CTU) is seeking to fill the position of Manager Human Resource & Administration to join a dedicated management team at the CTU.** The Caribbean Telecommunications Union (CTU), an inter-governmental organisation dedicated to supporting the development of the Caribbean information and communications technologies (ICT) sector. As a CARICOM Institution, the CTU is unique in that its membership not only comprises regional governments but private sector and civil society organisations of the Caribbean. It also includes non-CARICOM States among its members.

**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 Management policies, practices and systems 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.

### QUALIFICATIONS AND COMPETENCIES

- B.Sc. Business Administration with a specialization in Human Resource Management
- Post-Graduate qualifications in Human Resource Management and/or Business Administration would be an asset.
- Minimum Ten (10) years' relevant experience with at least five (5) years at a managerial level.
- Industrial Relations and Business Administration experience.
- 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.

### KEY LIAISONS

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

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

### MAIN DUTIES AND RESPONSIBILITIES

#### HR ADMINISTRATION

- Provides strategic leadership to the Human Resources function adhering to all CTU and industry 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 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.
- Develops initiatives that fosters enhanced employee communication that provides continuous feedback to management.

#### PERFORMANCE DEVELOPMENT AND MANAGEMENT

- Designs and implements performance management systems as approved and required by the CTU.
- Conducts needs analysis and, designs and implements training plans for CTU's employees.
- Provides coaching and guidance to managers and all employees.

#### RECRUITMENT AND SELECTION

- Leads and manages the recruitment and selection process ensuring optimum staffing levels, in accordance with CTU policies plus on-boarding and acclimation of new staff.

#### ADMINISTRATIVE SUPPORT & FACILITIES MANAGEMENT

- Maintains Purchasing Policies and enforce compliance.
- Participates in negotiations for contract terms regarding CTU's outsourced services and monitor contractors' performance.
- Administrative Support Services which includes: Procurement, Contract negotiation, Facilities Management and Front Office Operations.

Please visit the websites for further details and guidance for application:

[www.peoplesolutionsplus.com](http://www.peoplesolutionsplus.com) OR <https://ctu.int>



Applications should be submitted by: **Saturday 30<sup>th</sup> April, 2022** with cover letter, résumé and the subject line of: **CTU – MHRA** to: **Ulric Warner** at Email: [jobs@peoplesolutionsplus.com](mailto:jobs@peoplesolutionsplus.com)  
We thank all applicants for their interest but advise that only suitably qualified applicants will be contacted.