

JOB DESCRIPTION

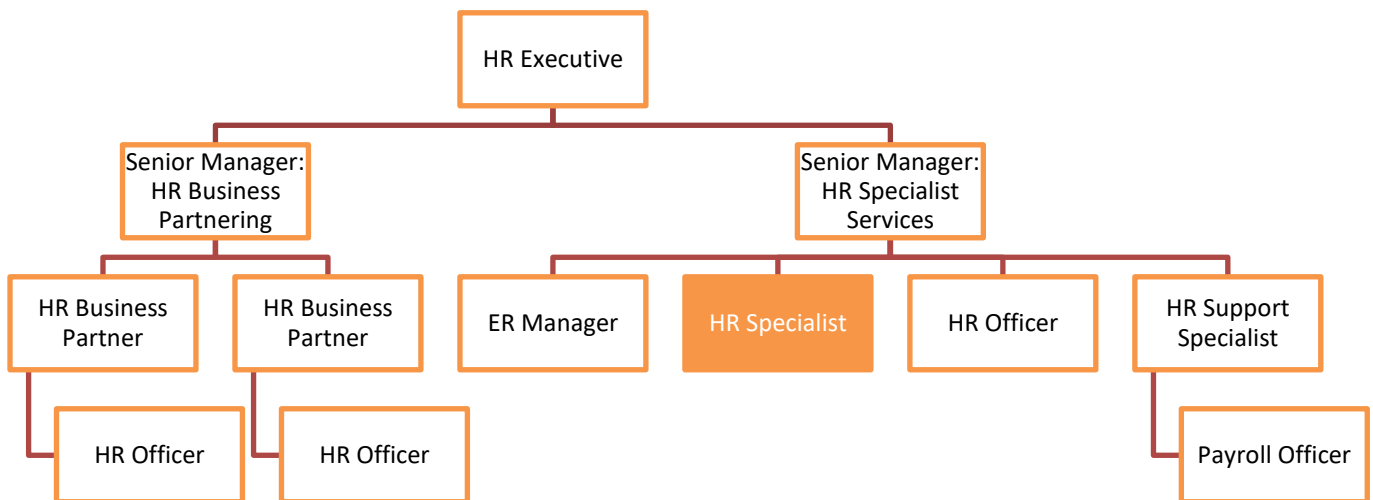
JOB DETAILS

JOB TITLE: Human Resource Specialist
DEPARTMENT: Human Resources
DIVISION: Human Resources: Specialist Services
LOCATION: Head Office, Midrand
APPROVED GRADE:

PRIMARY PURPOSE OF THE JOB:

Responsible for achieving the specialised service objectives, engaging, and collaborating with line management to implement specialised priorities into Human Resource activities.
 Collaborates proactively with Line Management and HR colleagues to ensure specialised services objectives are delivered effectively and consistently to a high-quality standard.

JOB RELATIONSHIPS:



KEY PERFORMANCE AREAS:

- KPA 1: Optimise Specialised Offerings
- KPA 2: Design Solutions
- KPA 3: Facilitate/Source Interventions
- KPA 4: Manage Projects
- KPA 5: Provide Specialist Support

IMPORTANT CONTACTS:**Key:**

C = Constantly	D = Daily	W = Weekly	M = Monthly	S = Seldom	I = Intermittent but intense
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Contacts (on work related issues excluding own Department)

Who? <i>(use generic titles)</i>	Why? <i>(explain the purpose for the communication)</i>	Frequency of Contacts <i>(as per key above)</i>
Executive Managers	Policy, procedures, and programmes on employee services	C
Senior Managers	Policy, procedures, and programmes on employee services	C
Managers	Policy, procedures, and programmes on employee services	C
RSR Staff	Policy, procedures, and programmes on employee services	C

External Contacts (on work related issues)

Who? <i>(use generic titles)</i>	Why? <i>(explain the purpose for the communication)</i>	Frequency of Contacts <i>(as per key above)</i>
DoL	- Annual, quarterly and interim reports and submissions. - Statutory obligations and requirements	S
Board members	Quarterly reports	S
Service Providers	- Project Management - Solution Design and Implementation	S

ACCOUNTABILITIES

Note: The following list of Key Performance Areas and job activities are not exhaustive. RSR may instruct the employee at any time to carry out additional duties or responsibilities, which fall reasonably within the ambit of the job, or in accordance with operational requirements.

Key:

KPA: What their area of responsibility includes

Job Activities: How they will go about implementing the KPA

KPI: How will we know the key performance area has been performed successfully?

Key Performance Areas (KPA's)	Job Activities	Key Performance Indicator's (KPI's)
1. Optimise Specialised Offerings	- Conduct research into specialised human resource trends and developments - Organisational Development - Organisational Improvement - Management and Leadership - Performance Improvement - Solution Design - Business Process Engineering - Talent Acquisition - Talent Management - On-boarding - Change Management - Employee Value Proposition - Employee Wellness - Performance Management - Succession Management - Learning and Development - Other HR Specialist functions as dictated by business needs - Compare existing offerings to the identified trends and developments - Modify existing offerings to ensure that offerings are cutting edge - Communicate offerings to the relevant role players for implementation - Implement the optimised solutions within the client base	- Specialised Services Offerings Database - Current and relevant specialised products and services 100% Client Satisfaction
2. Design Solutions	- Receive a request for the development of a solution and analyse to determine the nature of the solution; or - The need for a solution is identified during operational output - Organisational Development - Organisational Improvement - Workforce Planning - Job Analysis - Management and Leadership - Performance management and Improvement - Solution Design - Business Process Engineering - Talent Management, including Talent Acquisition	- Client Solution 100% Client Satisfaction - Intervention Evaluation Outcomes

Key Performance Areas (KPA's)	Job Activities	Key Performance Indicator's (KPI's)
	• On-boarding • Change Management • Employee Value Proposition • Employee Wellness • Succession Management • Learning and Development • Other HR Specialist solutions as dictated by business needs • Liaise with the relevant role players to determine the exact needs and to compile a specification • Conduct an impact study to determine the possible effect on the current- and associated products and services/systems • Conduct a feasibility study to determine the cost of the implementation of the solution • Develop a solution in accordance with the needs and requirements; or • Source the solution from the relevant role players • Implement the solution in accordance with policies and procedures • Document the solution for future reference purposes	
3. Facilitate Interventions	• Identify the need for an intervention according to business requirements; or • Receive a request for the facilitation of an intervention and analyse to determine the nature and extent of intervention; or • An intervention is arranged in accordance with the annual schedule • Organisational Development • Organisational Improvement • Job Analysis • Management and Leadership • Performance Improvement • Solution Design • Business Process Engineering • Talent Management, including Talent Acquisition • On-boarding • Change Management • Employee Value Proposition • Wellness • Performance Management • Succession Management • Learning and Development	• Stakeholder Feedback • 100% Action Implementation

Key Performance Areas (KPA's)	Job Activities	Key Performance Indicator's (KPI's)
	• Other HR Specialist interventions as dictated by business needs • Analyse/determine the request for the intervention to determine the best suitable methodology to be utilised; or • Define the objectives of the intervention in accordance with the stated needs and requirements • Secure the appropriate resources in accordance with the nature of the intervention • Intervention material • Venue • Finance • Audio visual aids • Posters/banners • Compile the intervention material in accordance with the objectives and requests. • Distribute pre-intervention material to the attendants where applicable • Facilitate the event in accordance with the stated objectives and the decided methodology; or • Contract the services of an external service provider to facilitate the intervention • Continuously evaluate the intervention in the most appropriate methodology to ensure that the objectives are achieved • Additional intervention is effected where applicable • Evaluate the intervention to ensure that the quality management objectives are achieved • Inform the relevant role players of the outcome of the intervention • Document the outcomes of the event for future reference purposes • Follow-up on intervention deliverables to ensure that objectives are achieved	
4. Manage Projects	• Receive a Project Management requirement for specialised services and analyse to determine the project management deliverables; or • Receive a request for the management of a project and analyse to determine the project management deliverables; or	• 100% on-time Project Completion • Implemented Solutions

Key Performance Areas (KPA's)	Job Activities	Key Performance Indicator's (KPI's)
	• A project is allocated as part of a broader project; or • Project management is required in accordance with implementation priorities • Project Types • Organisational Development • Organisational Improvement • Job Analysis • Management and Leadership • Performance Improvement • Solution Design • Business Process Engineering • Talent Management • On-boarding • Change Management • Employee Value Proposition • Wellness • Performance Management • Succession Management • Learning and Development • Other HR Specialist projects as dictated by business needs • Plan and scope the project in accordance with generally accepted project planning methodology • Man days • Deliverables • Target dates • Resource requirements • Budgetary requirements • Execute deliverables in accordance with the project plan; or • Escalate the execution of deliverables to the relevant role players for completion • Monitor progress to ensure that the project is delivered within the allocated time frame • Any possible deviances in performance are identified, managed, and reported to ensure timeous delivery • The deliverables are signed-off on completion of the project in accordance with the initial project deliverable statement • Compile the project closure documentation (configuration document) in accordance with the standardised project documentation	

Key Performance Areas (KPA's)	Job Activities	Key Performance Indicator's (KPI's)
5. Provide Specialist Support	• Receive and analyse a request to determine the nature and extent of the support to be provided; or • The need for provision of support is identified during the execution of outputs • Organisational Development • Organisational Improvement • Job Analysis • Management and Leadership • Performance Improvement • Solution Design • Business Process Engineering • Talent Management • On-boarding • Change Management • Employee Value Proposition • Wellness • Performance Management • Succession Management • Learning and Development • Other HR Specialist functions as dictated by business needs • Diagnose the problem to determine the appropriate action • Provide information • Provide possible solutions • Conduct research to develop a solution • Provide/develop a solution according to the needs and requirements • Test the solution to ensure that the diagnosed problem is resolved • Implement the solution in accordance with procedures and ensure that the solution is functional • Document the solution in accordance with policies and procedures in the standardised format where necessary • Submit the resolution document to the document management system for future reference purposes • Provide feedback to the relevant role players	• Customised Solutions • 100% Client Satisfaction

REQUIREMENTS

SPECIFIC REQUIREMENTS:

Flexibility to work overtime, when necessary

REQUIREMENT SPECIFIC TO THE JOB:

Qualifications:	Minimum: NQF Level 7 qualification in Industrial Psychology/Personnel Management/Humanities	Ideal: NQF Level 8 qualification in Industrial Psychology/Personnel Management/Humanities
Experience:	Minimum: Minimum 5 years' experience as a HR Practitioner or similar role.	Ideal: - Minimum 5 years' experience as a HR Practitioner or similar role. - Specialised experience of more than 3 years.
Training:	Minimum: - Knowledge of Specialised Human Resource Management and Development solutions - Solution Development	Ideal: Sound Knowledge and understanding of: - Organisational Design - Organisational Development - Organisational Improvement - Workforce Planning - Job Analysis - Management and Leadership - Performance Improvement - Solution Design - Business Process Engineering - Talent Management - On-boarding - Change Management - Employee Value Proposition - Wellness - Performance Management - Succession Management - Learning and Development
Knowledge:	- Knowledge of the Railway Safety Regulator Act - Knowledge of Specialised Human Resource Management and Development solutions - Knowledge of Strategic Specialised Solutions - Knowledge of Employee Value Proposition - Knowledge of Change Management - Knowledge of Performance Management - Knowledge of Succession Management - Knowledge of Learning and Development	

COMPETENCIES

KEY:

Importance of skill	3 = Critical competency	2 = Important but can be trained	1 = Nice-to-have	
Level of Proficiency required	B = Basic	M = Moderate	S = Superior	A = Advanced

Skills Cluster	Description (Further description of skill in relation to the position)	Importance	Level
Communication	The ability to present information in a clear and concise manner orally and in writing; appropriately adapts one's message, style, and tone to accommodate a variety of audiences; actively keeps people informed and openly communicates relevant information to others	3	S
Interpersonal Skills	The ability to interact with a diverse group of people in the most effective manner, and in order to ensure that objectives are met, through such interactions	3	S
Analysis and Problem Solving	The ability to break information down into component parts, and identify key issues and arguments – analyse investigations and identify root causes of problems. Identifies the causes of problems and proposes realistic and practical solutions	3	S
Detail Focus	The ability to demonstrate a high attention to detail, ensuring accuracy of work completed	3	S
Planning and Organising	The ability to arrange and order the key elements of a course of action to achieve the required objective – plan travels and investigations from beginning to end	3	S
Information Seeking	Seeks out and gathers information necessary to achieve objectives, using a variety of approaches and range of sources	3	S
Systemic Thinking	Understands how elements operate interdependently within the overall process or system. Considers the implications of changing one element may have on other parts of the process	3	S
Facilitation Skills	The ability to facilitate events and interventions to achieve the best possible results	3	S
Performance Management	The ability to manage human, tangible and non-tangible resources to achieve business targets and objectives	3	S

CONSENSUS ON CONTENTS OF THE JOB:

APPROVED BY:	
Job Holder/ Incumbent: _____	Manager: _____
Job Title: HR Specialist	Job Title: Human Resource Executive
Signature: _____ Date: _____	Signature : _____ Date: _____
HR Executive:	
Name: _____ Signature: _____ Date: _____	
PREPARED BY: RSR DATE: 2023	