

TERMS OF REFERENCE (TOR) FOR SENIOR HUMAN RESOURCE OFFICER:

Position Title: Sr. Human Resource Officer

Reports to: General Manager, Corporate Service Department

Location: Thimphu

Duration: On Contract for the period of Three Years

Start Date:

I. Background

The Sr. Human Resource Officer will play a critical role in supporting the organization's human capital initiatives by ensuring efficient and effective HR operations. The position requires an experienced professional with extensive knowledge of HR policies, recruitment, employee relations, training, and compliance with labour laws.

II. Objectives of the Role

- ✓ To implement and maintain HR systems, policies, and procedures that are aligned with organizational goals.
 - ✓ To make sure that the processes concerning employee lifecycle management are well conducted, from the time of recruitment up to off boarding.
 - ✓ To develop a positive work culture that facilitates employee engagement and professional growth.
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III. Key Responsibilities

a) Recruitment and Selection

- ✓ Lead the end-to-end recruitment processes; job postings, candidate screening, interviews, and on boarding.
- ✓ Develop and maintain job descriptions and specifications.
- ✓ Coordinate with departments on staffing needs and timing of hires.

b) Employee Relations

- ✓ Serve as the first point of contact for employee inquiries and grievances.
- ✓ Mediate conflicts and ensure adherence to organizational policies.
- ✓ Foster a supportive and inclusive work environment.

c) Training and Development

- ✓ Coordinate and deliver training programs to enhance employee skills and performance.
- ✓ Conduct training needs analysis and recommend tailored development plans.

d) HR Policies and Compliance

- ✓ Ensure compliance with local labour laws and industry standards.
- ✓ Regularly review and update HR policies, procedures and plans
- ✓ Maintain accurate employee records in line with data protection regulations.

e) Performance Management

- ✓ Support the implementation of performance appraisal systems.
- ✓ Advise managers/ General Managers on best practices for providing constructive feedback.

f) HR Administration

- ✓ Manage employee benefits, contracts, and payroll processes in collaboration with the administration and Finance division.
 - ✓ Prepare regular HR reports and analytics to inform management decisions.
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IV. Qualifications and Experience

- ✓ Bachelor's degree in Human Resources, Business Administration, or a related field.
 - ✓ Preference will be given to those with master Degree in Human resources or a related field
 - ✓ At least 8years of progressive HR experience in a similar role.
 - ✓ Applicants must be between 18-45 years old.
 - ✓ Should have scored on average 60%and above in Class X (English + Dzongkha + 3 best subjects), XII (English+3 Best subjects) and Degree.
 - ✓ Strong knowledge of employment laws and HR best practices.
 - ✓ Proficiency in HR software and tools, such as Smart ERP system.
 - ✓ Excellent inter personal, communication, and problem-solving skills.
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V. Key Competencies

- ✓ Strong organizational and time management skills.
 - ✓ Able to handle sensitive information with discretion and confidentiality.
 - ✓ Able to work under pressure and meet deadlines.
 - ✓ High degree of cultural awareness and adaptability.
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VI. Deliverables

- ✓ Timely recruitment and on boarding of new employees.
 - ✓ Implementation of effective performance management systems.
 - ✓ Maintenance of up-to-date and accurate HR records and reports.
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VII. Pay & Other Benefits

- ✓ Basic Pay of Nu. 44,975.00 on the minimum and maximum pay scale of 44,975-955 - 56,435.
 - ✓ 50%Contract allowance of the Basic pay
 - ✓ Lump-sumallowanceofNu.19,400.00 per month
 - ✓ Pro-rated LTC of Nu.1,250.00 per month
 - ✓ Other entitlement as per BBSCCL service rules & regulations
 - ✓ He/she shall draw a gross salary of Nu.88,113.00 per month. The remuneration shall be further negotiated based on the work experience and relevancy
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VIII. Reporting and Supervision

The Sr. HR Officer will report directly to the General Manager/Head, Corporate Service Department, and shall work along with other departments in pursuit of its objectives in regard to the HR aspects.

IX. Documents Required

- ✓ Job Application
- ✓ Up dated CV
- ✓ Copy of Valid citizenship identity Card
- ✓ Copy of Valid security Clearance
- ✓ Copy of academic transcripts both mark sheet and pass certificate (Class X, XII, and Degree)
- ✓ Copy of Medical Certificate (Validity six months from the date of Issuance)

✓ No Objection Certificate from the Employer (if employed)