

Job Vacancy – Human Resource Operations Officer

Department: Human Resources/Operations	Job Title: Human Resource Operations Officer	Industry: Cleaning Services
Report To: Managing Director	Location: Wuse 2, Abuja	Salary: ₦120,000

Key Responsibilities

We seek a programme associate who can deliver or is willing to learn how to deliver on the following:

- Responsible for organizing, directing and controlling the workers in all departments to ensure that work is been carried out effectively and efficiently and achieve a high level of productivity and quality service delivery.
- Represent the company in management-employee relations while supporting the development and implementation of HR initiatives and company policies.
- Provide counselling on application of policies and procedures. Ensure that the workers do their jobs as instructed and are in compliance to the policies of the company.
- Ensure all operations are carried on in an appropriate, cost-effective way.
- Improve operational management systems, processes, and best practices. Formulate strategic and operational objectives.
- Ensure that workers who fail to do their job or are not in compliance to the company policies are disciplined as stipulated in the company’s HR manual or as generally accepted in cases that are not covered by the manual.
- Provide daily advice to line managers on all human resource issues: management of staff, etc.
- Prepare, provide and report information on data such as staff turnover, cost per hire, references, training hours per person, performance appraisal metrics etc.
- Develop, implement and review HR strategies to ensure that it is in line with the business of the company and to ensure it gives support to the strategic business unit of the company. The strategies must be flexible to cope with change when it occurs.
- Responsible for the planning of leave for employees as at when due, the replacement of employees on leave and resource planning of employees re-joining from leave of any form either maternity, paternity, sick leave etc.
- Responsible for conducting training needs analysis and designs. Implement these designs with input from other department heads and control budget allocated.
- Monitor staff performance and ensure all employees receive appraisal in accordance with company policy and probationary periods.
- Responsible for coordinating recruitment for the company and managing the entire process from start to finish.
- Ensure that all job descriptions are up to date and create new ones when necessary.
- Monitor and deal with performance or grievance issue in a legally compliant and professional way while remaining within ethical bounds.
- Payroll management, administration of staff benefits and perks and ensure it is accurate and done on time.
- Creating and implementing effective onboarding plans.
- Management of all employee records according to organizational policy and legal requirements.
- Coordinating effective communication and the disbursement of information as at when due using all appropriate channels with the organization.

- Review employment and working conditions to ensure legal compliance.
- Developing of all working templates in conjunction with other department heads to ease workflow and easy comprehension of processes and procedures.

Education and Work Experience:

- B.Sc. Business Management, Human Resource Management, Economics, Accounting or related fields.
- Bachelor’s Degree in Management Sciences or Social Sciences.
- At least 3 years’ professional experience in the human resource department and familiarity with operations management.

Requirements:

- Proven work experience as HR Operations Officer, Operations manager, or similar roles.
- Ability to coordinate daily operations effectively and efficiently with little or no supervision.
- Ability to recognize the value and responsibility of working in a team actively supports and develops team members, quick to identify and solve any issues.
- Able to work to deadlines and adapt to changing conditions. Ability to generate effective and pragmatic solutions to new situations and problems as they are presented.
- Demonstrate an understanding of personalities and behavioural styles in order to work collaboratively with a variety of people and to make informed decision around resource planning, reporting structures and relationships.
- The ability to inspire confidence of management through timely delivery of information and plans.
- In-depth understanding of all legal implications, ability to plan resources accordingly and comply with legal obligations and all labour laws in Nigeria.
- Good working knowledge of the principles of operations management and the ability to apply these to a variety of situations.
- Has a good overall understanding of company finances and uses this information to push back and support managers in resource and succession planning.

Application Closing Date:

Mode of Application: Interested and qualified candidates should send their resumes to: jobs.eclathrconsulting@gmail.com using the job title and industry as the email subject.
Note: Only shortlisted applicants will be contacted.