

**JOB PROFILE**

Human Resources Assistant

Reporting To: Human Resources Manager

Location: Juba with light travel to the field/branches

Background

Kush Bank Plc, established in 2012, is a fully licensed commercial bank, capitalized per the Bank of South Sudan requirements. Since commencing operations, the bank has become recognized as a trusted operator in the financial services sector and a stable partner to clients. We provide innovative and timely solutions to meet the unique requirements of organizations operating within South Sudan.

The bank's mission is to offer a complete financial solution to partners through quality products and services, profitable financing solutions, innovative technology, and a knowledgeable, responsive team.

In the current bank strategy, the envisioned success, expansion, and growth require a functional team whose efforts are complemented by competitive remuneration, employee benefits, and a conducive work environment. Therefore, the Human Resources Management department needs a Human Resource Assistant to handle the daily administrative assignments and provide clerical support to all employees.

Role Summary

Reporting to the Human Resources Manager, the job holder will handle a wide range of support activities, including recruitment, selection, record maintenance, and clerical support to all employees. Additionally, the incumbent will lead in administering the internal health plan of the company and coordinating with service providers. Coordinating and ensuring smooth communication and prompt resolution of requests and questions.

Therefore, the job holder must demonstrate their ability to communicate effectively, coordinate activities, and be well-versed in employment regulations and payroll practices.

Roles & Responsibilities**A. DAILY OPERATIONS**

- Assisting with day-to-day operations of the HR functions and duties
- Providing clerical and administrative support to Human Resources manager
- Perform any other work-related assignment given by the immediate supervisor or line managers
- Communicate with public services when necessary



B. DOCUMENT & PROCESS MANAGEMENT

- Compiling and updating employee records (hard and soft copies)
- Process documentation and prepare reports relating to personnel activities (staffing, recruitment, training, grievances, performance evaluations, insurance claims, end of service benefits, etc.)
- Process staff leave requests, ensure the files are updated, and provide monthly status reports.
- Coordinate communication with candidates and schedule interviews
- Coordinate HR projects (meetings, training, surveys, policy review processes etc.) and take minutes
- Properly handle complaints and grievance procedures

C. STAFF BENEFITS

- Administering the company's internal health plan and coordinating with service providers
- Deal with employee requests regarding human resources issues, rules, regulations, processing of acting allowances, health plan claims, and salary advances.
- Assist in payroll preparation by providing relevant data (absences, bonuses, leave days, etc.)

Key Result Areas & Performance Indicators

The incumbent shall be assessed on the following metrics:

- Timely resolution of staff issues
- Timeliness in processing staff claims and leave requests
- Accuracy of claims and payroll processing
- Adherence to proper filing procedures of all staff records.
- Monthly reports

Academic & Work Experience

- Have a degree or Diploma in Human Resources or related field from a recognized university. Additional professional certification will be an added advantage
- 1-2 years of working experience as a human resource assistant, staff assistant, or relevant human resources/administrative position.
- Experience in Operational Management and Business Planning
- Demonstrated experience in working with a human resource information system
- A good understanding of Risk, Compliance policies, and procedures

Competencies, Skills & Abilities

Skills

- Strong communication, interpersonal, and presentation skills
- Collaboration skills
- Problem-solving skills
- Time Management skills



- High proficiency in applying computer (MS-Office and project management software) skills
- Excellent organizational skills

Competencies

- Basic knowledge of labor laws
- Emotional Intelligence
- Can maintain privacy and trust in sensitive matters

Abilities

- Proactive and takes initiative
- Results-oriented and drives change
- Remains calm under pressure
- Creative and Innovative
- Committed to continuous learning and development
- Working with tight deadlines
- Embraces cultural diversity



This position is open to qualified South Sudanese candidates exclusively. If you have the above-required competencies, please send your CV, copies of Academic Documents, and a motivation letter by June 30th, 2022, through info@kushbankss.com or hand-deliver your application to Kush bank KonyoKonyo Office, Opposite Juba City Council.

Due to the urgency of filling this position, applications will be reviewed as they come, and only shortlisted applications will be contacted.

