

TERMS OF REFERENCE

Job holder name:	Designation: HR Officer (HRM)
Job grade: 8	Directly reports to: Head of HR Division

Job purpose:

The job purpose of the HR Officer (HRM) is responsible for delivering exceptional employee support, including thorough and accurate handling of recruitment, employee relations, and HR processes.

Key responsibilities:

1. Responsible to come up with overall comprehensive HRD plan (both STTP and LTTP) for T Bank including training need assessment and annual training calendar. Liaise with other Departmental heads to understand and identify HR development needs and plan accordingly.
2. Monitor and ensure up-to-date personnel records related to the trainings, seminars, conferences, workshops.
3. Analyse and employee database in terms of trainings and employee demography and submit it to the Head, HRD for timely review.
4. Conduct recruitment, selection and appointment as and when required.
5. Maintain monthly updated employee database in the HR Google Sheet.
6. Timely update of data in the ERP pertaining to employee training/ seminars/ conferences/ workshops, performance ratings, qualification, employee adverse records, employee transfers, employment details, etc...
7. Process transfers in close consultations with the Chief of the Department and Heads of the Divisions.
8. Initiate proper implementation of the Performance Management System as per the manual in the Bank.
9. Prepare reports on employee grievance (s) for onwards submission to the HRC/MCM.
10. Prepare reports on employee misconduct (s)/fraud (s) for onwards submission to the HRC/MCM.
11. Conduct Fit and Proper Assessment of the employees as per the T Bank Fit and Proper Guidelines.
12. Any other task assigned by the Head, HR Division and Chief, ADM/HR Department.

Areas of contribution:

The jobholder provides efficient support in all the matters pertaining to employee of the Bank as per the T Bank Service Rules in force, Labour & Employment Act of Bhutan and Regulations on Working Conditions, Department of Labour.

Experience & knowledge required:

Qualification: Minimum qualification of BBA (HRM) with a minimum of 55% in Degree, 55% in Class XII (English + 3 best Subject) & 55% in Class X (English + 4 best Subject).

Experience: Fresh Graduate.

Skills required: Excellent customer service skills, attentiveness, information retention, tact and diplomacy in dealing with both customers and employees. Mathematical and excel skills. Strong oral & writing skills. Detail oriented and high degree of accuracy. Competence with computers.

Endorsement of the TOR

Designation	Signature	Date
Job Holder		
Immediate supervisor		
Human Resources		