

JOB TITLE	HR Officer	GRADE	11
POSITION CODE		OFO CODE	
DIVISION	The Division of People and Culture (P&C), (Recruitment and Staffing Section)	INCUMBENT	Various
SUPERVISOR/MANAGER	Recruitment Partner	JOB TYPE (ACADEMIC/SUPPORT)	Support
PERMANENT OR CONTRACT (IF CONTRACT – LENGTH OF CONTRACT)	Contract (3-year contract)	FULL-TIME OR PART-TIME (IF PART-TIME, HOW MANY HOURS PER DAY)	Full-time
COUNCIL FUNDED POST OR OUTSIDE FUNDED	Outside Funded	DATE APPROVED	24 July 2026 – Ref: P&C046/26
MAIN JOB OBJECTIVE/S			
To support the Senior HR Practitioners and the Recruitment Partner in providing a valued and professional HR service, specifically through the execution of excellent HR administrative and basic HR professional services. The HR Officer and the Senior HR Practitioner will operate across units. These units report to the Managers: Recruitment and Staffing, who in turn report to the Senior Manager: Recruitment and Staffing.			

DESCRIPTION OF KEY RESPONSIBILITY AREAS	KEY PERFORMANCE INDICATORS
FUNCTIONAL RESPONSIBILITIES - 10%	External Focus (working outside of the P&C Division with relevant levels of leadership and management in their section (i.e. academic or support))

	• Assist the Senior HR practitioners in implementing HR initiatives, systems, processes, and SOPs in line with the standards that have been laid down. • Assist with giving input and feedback about changes that need to be made and/or are required with respect to systems, processes, etc. Internal (working inside the section (i.e. academic or support section) to ensure appropriate strategic implementation) • To give feedback and suggestions in respect of the people management philosophy and employer proposition as it relates to the Recruitment and Staffing Section. • To ensure a good understanding of the management and HR needs of the Faculties/Divisions. • Give input and feedback in respect of the People and Culture processes and tools that assist line managers in improving productivity and service delivery. • Give input and feedback about the People and Culture policy and practices that support the service delivery imperatives in Recruitment and Staffing.
SERVICE DELIVERY OF RECRUITMENT AND STAFFING - 65%	• Responsible for executing the people management philosophy and employer proposition within the Faculties/Divisions. • To develop and ensure effective relationships with line management in the Faculties/Divisions in line with the values of the people management philosophy and the employer proposition of the institution. • Support the Senior HR Practitioners/Recruitment partner in ensuring that service delivery expectations are understood by all stakeholders and implemented where appropriate using the resources provided. • Supporting the Senior HR Practitioners/Recruitment Partner in implementing P&C strategies and processes within the Faculties/Division at the operational level. • Responsible for the maintenance of employee/staff data and ensuring that the HR IT system is utilised according to the SOPs that have been laid down. • Ensure that a quality service is delivered in the Faculties/Divisions. • In terms of specific professional services, consistent application of P&C policies and strategies and, where relevant, in collaboration with the Senior HR Practitioners/Recruitment Partner, support the Senior HR

	Practitioners/Recruitment Partner and line management in the following areas: - ○ Recruitment & Selection – the administration of the R&S process, as well as being responsible for the overflow of recruitment processes at a professional level ○ Assisting with gathering information for the preparation of the P&C budget. Responsible for monitoring and reconciling elements of the P&C budget as required ○ Dealing with first-line queries with about performance management problems, discipline, conflict (including grievances), remuneration, leave, etc ○ Responsible for the maintenance of the HR data (soft and hard copies) and processing accordingly in the HRIT system, such as personal information, leave remuneration, benefits, etc. ● Provide the first line of support to all staff in respect of: - ○ Information related to their employment. ○ Processes related to their employment (e.g. initial employment contract issues, medical boarding, retirement) ○ Basic advice on management-staff relationship issues ○ Providing basic advice on their rights and responsibilities in terms of people management issues and processes ● Responsible for payroll processing all new employees, terminations, and transfers, timeously (including capturing some staff data) as outlined in the SoP.
GENERAL ADMINISTRATION - 25%	● Implementing administrative systems that have been developed to keep track of: ○ All internal deadlines within the Section as they impact the Senior HR Practitioner/Recruitment Partner ○ All external deadlines from outside the Section as they impact the Senior HR Practitioner/Recruitment Partner ○ Such a system should include timeous reminders to the Senior HR Practitioner/Recruitment Partner of such deadlines ○ Follow up with the relevant parties if deadlines have been missed. ● Assist and give input in developing admin systems and processes for the section. ● Coordinate processes within the Section as requested and required. ● Supporting the development, maintenance, and implementation of administrative systems to manage information flow and record-keeping throughout the Section. ● Responsible for submitting information for collation, such as merit awards, budgets, and various statutory and internal reports.

	• Responsible for assisting with the provision of information for the P&C budget for the Section to be collated by the Remuneration and Benefits Officer. This includes ensuring that all the information is submitted timeously. • Responsible for frontline queries from line management, staff, and the general public.
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JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

B. Degree (with a relevant major, preferably in Industrial Psychology or Human Resources) plus approximately three years' relevant experience, where such experience includes: -

- Administration with a strong focus on implementing electronic administrative systems and processes.
- At least one year of experience in HR administration within an environment utilising an HR information technology system.
- Implementing structures, systems, and processes to ensure service delivery of a high quality that is valued by others.
- Exposure to most, if not all, areas of HR (for example, Recruitment and Selection, Employee Relations, Training and Development, Remuneration, Performance Management, HR IT systems, and Well-being) will be a considerable advantage.
- At least 24 months of experience in a pressurised, high-volume administrative environment, dealing with a large staff complement (minimum of 1000 employees).
- Previous experience within the Higher Education sector will be an advantage

COMPETENCIES, I.E., KNOWLEDGE, SKILLS AND ATTRIBUTES

The incumbent must demonstrate the following competencies: -

PROFESSIONAL COMPETENCIES

- Knowledgeable of the latest labour legislation
- Understanding of the HR function within an organisation, on both a strategic and operational level
- During the course of probation and to be developed on the job, a fair knowledge of HR processes, including those at Rhodes University
- During the course of probation and to be developed on the job, fair P&C skills in a variety of HR processes
- Integrity and a keen commitment to treating staff fairly and consistently.
- The ability to work with new ways of thinking and work with individuals to change their current way of thinking and functioning
- Ability to learn HR processes quickly

PEOPLE AND COMMUNICATION SKILLS

- Good interpersonal skills with an ability to relate to staff at different occupational levels as well as from different cultures and backgrounds
- Assertive in interactions with others, able to manage conflict
- A good level of self-awareness is committed to one's own development
- Able to gain the trust of others and keep confidence. Collaborative style of interaction, able to build partnerships with staff and managers
- Good communication skills in English (both verbal and written)
- The ability to communicate in other official languages will be an advantage

ADMINISTRATION SKILLS

- Ability to quickly learn the functionality of an HR IT system

- Good Computer literacy: able to work with a word processor, spreadsheets, and use the internet
- Critical administrative skills include good organisational and planning skills as well as problem-solving and time-management skills. Attention to detail is necessary.
- Good numeric skills
- Evidence in working with a large staff complement, preferably within the Higher Education sector

WORK BEHAVIOURS

- Customer service ethic with a track record of good customer service and continuous improvement
- Able to work independently as well as be a member of a team
- Actively seeks feedback, able to withstand criticism and use constructive criticism to improve
- Highly professional, high personal standards, able to produce work of high quality
- Shows initiative
- Willingness to work after hours

SUBORDINATES

None

May be required to mentor Interns.

FUNCTIONAL RESPONSIBILITIES

PLANNING

(i) What is the longest (macro) period that the job holder has to plan?

6 – 12 months

(ii) Typically, how long are the micro-phases/time periods that the macro planning is divided into?

1 – 2 months

ADDITIONAL INFORMATION

FOR OFFICE USE ONLY - TO BE COMPLETED BY P&C

RemChannel Code

1138

Note: Any changes to the job profile (other than the incumbent's name, position code, and OFO code) must be approved by the Director: P&C or the Senior Manager: Specialist HR Services.