

JOB TITLE	Senior HR Practitioner (Recruitment and Selection)	GRADE	14
POSITION CODE	Various	OFO CODE	
DIVISION	Division of People and Culture (previously Human Resources) – Recruitment and Staffing Section	INCUMBENT	Various
SUPERVISOR/MANAGER	Manager: Recruitment and Staffing	JOB TYPE (ACADEMIC/SUPPORT)	Support
PERMANENT OR CONTRACT (IF CONTRACT – LENGTH OF CONTRACT)	3-year fixed-term 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	03 September 2026 (P&C Director)

MAIN JOB OBJECTIVE/S

As the line manager of the relevant unit, the Senior HR Practitioner and the unit team are required to offer a professional and valued HR service to the relevant Faculties and/or Divisions. Within the Recruitment and Staffing Section, the individual is also expected to contribute to the development of best practices, policies, and processes that enable and drive increased long-term efficiency and effectiveness of staff within the relevant Faculties/Divisions. The HR Officer and the Senior HR Practitioner will operate in a unit. These units are in the Recruitment and Staffing Section. The Recruitment and Staffing section is within the P&C Division.

DESCRIPTION OF KEY RESPONSIBILITY AREAS	KEY PERFORMANCE INDICATORS
WORKING WITH SPECIALIST SERVICES IMPLEMENTATION OF THE PEOPLE MANAGEMENT STRATEGY - 10%	External Focus (working outside of the P&C Division with relevant levels of leadership and management in their unit (i.e. Faculties or Divisions)) • Together with the Manager: Recruitment and Staffing and line management, identify structural, procedural, interpersonal, and individual barriers that undermine the implementation of strategic P&C initiatives within the relevant Faculties or Divisions. • Together with the Manager: Recruitment and Staffing, work with the relevant Faculties or Divisions to identify their needs, including areas that require change and/or increased synergy regarding processes, initiatives, or systems. • Work with the relevant Specialist regarding restructuring and reorganisation of departments/divisions and provide input on matters regarding organisational culture. • Responsible for implementing P&C plans, initiatives, systems, and processes according to the relevant SoPs and standards. • Provide input on changes that must be made and/or are required to processes, initiatives, and systems. Internal (working inside the Department (i.e., relevant Faculties or Divisions) to ensure appropriate strategic implementation)

	• Contribute to the people management philosophy and employer proposition related to the Recruitment and Staffing Section by providing input and feedback on policy and practices that support these and service imperatives. • Communicate staff and line management needs and areas requiring attention to the Senior Manager or Manager: Recruitment and Staffing in the first instance. • Contribute to developing plans, processes, systems, and initiatives that can be implemented to ensure effective service delivery, improve productivity, and better address the needs of staff and management.
OPERATIONAL SERVICE DELIVERY WITH A STRONG FOCUS ON RECRUITMENT AND SELECTION - 70%	• Implement the people management philosophy and employer proposition within your unit's relevant Faculties/Divisions. • Develop and maintain effective relationships with line management and staff in the Faculties or Divisions in line with the values of the people management philosophy and the employer proposition of the institution. • Where appropriate, work with the HR Officer to ensure that service delivery expectations are understood and implemented within the department. • Implement HR strategies and processes within the Faculties or Divisions at the operational level. • Utilise the HRIT system to deliver service within the Faculties or Divisions. • Ensure that the P&C staff in your unit deliver quality service in the Faculties or Divisions through effective management; this includes but is not limited to: - ✓ Efficient and effective administration. ✓ Timely preparation of staff contracts. ✓ Timely processing of payroll-related tasks. Recruitment and Staffing 1. Together with your P&C unit staff and the relevant P&C structures, partner with line management in the execution of their people management responsibilities, building people management and leadership capacity where necessary, in interalia the following areas: - • HR planning in their Departments includes but is not limited to: ✓ Build and maintain strong relationships with the stakeholders in the Faculties and Divisions. ✓ Establish feedback mechanisms to gather input from faculties and divisions on HR services and areas of improvement. ✓ Advise on and ensure compliance with all the relevant labour laws and regulations, particularly, although not limited to, recruitment and selection. • Using staff strategic information, e.g., staff turnover, leave, and absenteeism, to identify opportunities and problems.

	• Recruitment & Selection: this includes but is not limited to: - ✓ Working on the job profile and job advertisement in collaboration with the line manager. ✓ Develop and implement strategies for sourcing candidates, including job adverts on various platforms and networking, in collaboration with the Selection Committee. ✓ In line with the relevant policies, advise on the employment equity imperatives. ✓ Handling the onboarding processes. • HR resourcing (support and guide the line managers in preparing requests for staff resourcing and budgets within their departments) with a particular focus on recruitment needs. • Advise line management on the selection and application of appropriate assessment methods (e.g., practical exercises, presentations, case studies, technical tests, work samples, etc.), where necessary, consult with the Learning and Organisational Development Manager. • Maintain complete assessment records, scoring sheets and supporting documentation for audit and governance purposes. • Training and development of staff. • Succession planning, this includes but is not limited to: - ✓ Assist line managers in establishing and managing talent pipelines for critical positions within the University. ✓ Assist managers in identifying training needs and coordinating professional development programs through the personal development plan (PDP). • Staff well-being. • Staff retention (including working with managers to develop and implement strategies to retain talent and reduce turnover). • Performance management or related processes, e.g., probation, personal promotion for academics. • Although not a key responsibility, the ability to assist with discipline queries, including: - ✓ Advisor to the managers on level 1 and 2 offences as per the policy. ✓ Offer ongoing support and advice to managers handling disciplinary issues to ensure they follow best practices. ✓ Work closely with managers to resolve disciplinary issues effectively and maintain a positive work environment. ✓ Track and report key metrics related to disciplinary actions, such as the number of incidents, types of actions taken, and outcomes.
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	• Conflict management, including grievances, by assisting in resolving workplace conflicts and grievances promptly and effectively. • Employment equity includes but is not limited to: - ✓ Advisor on EE in the R&S processes. ✓ Generate EE reports for the line managers and selection committees. ✓ Analyse the EE data to provide insights and recommendations for decision-making. • Remuneration and benefits by advising on and managing such benefits. 2. Together with your P&C unit staff, provide service to staff in the areas interalia: - • Information related to their employment, such as remuneration, benefits, conditions of service, probationary requirements, etc. • Processes related to their employment, including initial employment contract issues, medical boarding, retirement, recruitment and selection, etc. • Intervention as a last resort where the management-staff relationship has deteriorated and cannot be resolved by their respective line managers; • Provide access to counselling services for employees undergoing disciplinary action through the wellness office. • Provide advice on their rights and responsibilities regarding people management issues and processes.
STAFF AND MANAGEMENT RESPONSIBILITIES - 20%	• Work with the Senior Manager: Recruitment and Staffing in motivating for appropriate resourcing (staff, budget, facilities, equipment, etc.), given the processes and structures of the institution and ensuring efficient use of resources. • Organise the activities and services of the Unit according to the resources provided by the institution and P&C. • Ensure the provision of a quality service by the Unit, including evaluating the services provided. • Orient staff within your unit on the appropriate structures and processes that are in place to provide the necessary service and ensure coordination and integration of the different structures/processes/jobs within the unit. • Set appropriate targets and goals for the unit's work and staff. • Monitor the performance of individuals and the unit against these targets. • Manage the performance of direct reports, including the following: ✓ Selecting staff. ✓ Induction and training of staff.

	✓ Mentoring of staff. ✓ Motivation and recognition of staff. ✓ Managing performance, including disciplining staff who are not performing.
In the absence of the Manager, Recruitment and Staffing or other Senior HR Practitioners, deputise and assist with different units.	

JOB REQUIREMENTS

EDUCATION AND EXPERIENCE

A relevant B. Degree (preferably in Industrial/Organisational Psychology or Human Resources - NQF Level 7) plus approximately 6 years' relevant experience where such experience includes: -

- Approximately 6 years of intense recruitment and selection experience at all levels within or for an organisation. Experience using recruitment software will be a distinct advantage.
- Some experience in most, if not all, areas of HR (for example, HR Administration, Industrial Relations, Training and Development, Remuneration, Performance Management, HR IT systems, and Well-being).
- At least one year of management experience or have an accredited management Development Program Certificate of Competence at the NQF level 7.
- Must have used and/or be familiar with HR information technology systems.
- Assisting with the development of structures, systems, and processes to ensure service delivery of a high quality that is valued by others.
- At least 24 months of experience in a pressurised, complex, and high-volume people management environment, dealing with a large staff complement (minimum of 500 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

- Excellent recruitment and selection experience and knowledge.
- A working knowledge of the latest labour legislation.
- An understanding of the generalist role within the HR environment.
- Fair knowledge of HR and HR processes within the workplace.
- Fair HR skills in various HR processes and an ability to learn such skills quickly.
- Integrity and a keen commitment to treating staff fairly and consistently.
- The ability to introduce new ways of thinking and work with individuals to change their current thinking and functioning.

PEOPLE AND COMMUNICATION SKILLS

- Excellent interpersonal skills with an ability to relate to staff at different occupational levels and from other cultures and backgrounds.
- Sound communication skills in English (both verbal and written).
- The ability to communicate in other official languages will be an advantage.
- Assertive in interactions with others, able to manage conflict.
- High level of self-awareness and commitment to own development.
- Able to gain the trust of others and maintain confidence.
- Collaborative interaction style, able to build partnerships with Deans, Heads of Departments, and managers at all levels.

MANAGEMENT SKILLS

- Ability to think strategically and creatively.
- Problem-solving skills: logical and analytical.
- People management skills with a collaborative approach.
- A strong track record of service delivery.
- Decision-making skills, able to be objective, flexible, but decisive.
- Sound numerical ability.

ADMINISTRATION SKILLS

- Sound ability to work with an HR information technology system.
- Sound Computer literacy: able to work with a word processor, spreadsheets, and the internet.
- Critical administrative skills include good organisational and planning skills, problem-solving, and time-management skills. Attention to detail is necessary.

- Good numeric skills.
- Evidence of working with a large staff complement, preferably within the higher education sector.

WORK BEHAVIOURS

- Strong 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 for self and team, able to withstand criticism and use constructive criticism to improve service delivery and own contribution.
- Highly professional, with high personal standards, and able to produce work of high quality.
- Shows initiative.
- Willingness to work after hours.

SUBORDINATES

Yes

1 x HR Officer

FUNCTIONAL RESPONSIBILITIES

PLANNING

(i) What is the most extended (macro) period the job holder has to plan?
12 to 18 months

(ii) How long are the micro-phases/periods into which the macro planning is divided?
3 to 6 months

ADDITIONAL INFORMATION

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

RemChannel Code

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