

Job Title: Senior Human Resources Officer
Department: Human Resources
Reports To: General Manager

Job Summary:

The Senior Human Resources (HR) Officer provides strategic leadership and operational oversight for all HR functions, ensuring alignment with organizational goals and compliance with Trinidad & Tobago labour laws, fostering a positive employee culture, and managing talent acquisition, development, and retention.

Key Responsibilities:

1. HR & IR Strategy & Leadership

- Develop and implement HR strategies, policies, and procedures aligned with business objectives.
- Provide guidance to senior leadership on HR matters and workforce planning.
- Monitor HR metrics and analyse data to inform decision-making and report to management.
- Provides solutions to Industrial Relations matters including issuing briefs to external legal advisors where applicable.

2. Recruitment & Onboarding

- Oversee the full recruitment lifecycle: sourcing, interviewing, selection, and hiring.
- Design and manage effective onboarding and orientation programs for new hires.

3. Employee Relations & Culture

- Address employee grievances, disciplinary issues, and conflict resolution.
- Nurture a positive, engaged, and harmonious workplace culture.
- Coordinate employee engagement activities and internal communications.
- Nurtures positive relationship with recognised majority union.

4. Performance Management & Development

- Administer performance appraisal systems and provide coaching to managers and staff.
- Develop and implement training, career development, and leadership programs.

5. Compensation & Benefits

- Manage and administer competitive compensation and benefits programs (health, retirement, etc.).
- Ensure fair and compliant salary structures.
- Provides sound guidance during collective agreement negotiations.

6. Legal Compliance & Recordkeeping

- Ensure strict adherence to all T&T Labour Laws and Regulations (e.g., Industrial Relations Act, Retrenchment and Severance Benefits Act, Maternity Protection Act)

Maintain accurate employee records, ensure data confidentiality.

Qualifications & Experience:

- **Education:** Bachelor's Degree in Human Resource Management; Professional Certification in either the Society for Human Resources Management (SHRM), Senior Certified Professional (SCP) or CIPD (Chartered Institute of Personnel Development) would be an asset.
 - **Experience:** A minimum of eight (8) years' experience with at least five years in a Supervisory position or similar role, with strong knowledge of T&T employment law and principles of employment law. Knowledge of the dispute resolution procedures at the Ministry of Labour and the Industrial Court.
 - **Skills:** Excellent communication; negotiation; leadership, problem-solving; interpersonal skills; and Skilled in the use of Microsoft Office Suite.
 - **Knowledge:** HR metrics; Extensive knowledge of HR information systems (HRIS) and performance management systems; Extensive knowledge of legislation, laws and regulations relating to Human Resources Management and Industrial Relations; Conflict Management training will be an asset; Competence in executing the Grievance and Disciplinary handling process and negotiation skills; Knowledge of the credit union industry would be an asset.
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- **Key Competencies:**
 - People-oriented and results-driven.
 - Strategic thinker with strong execution skills.
 - Ethical and trustworthy with high integrity.
 - Energetic, high capacity for demanding work and able to manage tight and business-critical deadlines.
 - Ability to establish and maintain effective working relationships.
 - Ability to mentor, motivate and empower.
 - Excellent interpersonal and written communication skills
 - Excellent analytical and problem-solving skills.
 - Ability to maintain an elevated level of confidentiality.

Please submit your CV and Cover Letter to: recruitment@secucredituniontt.com