

## TERMS OF REFERENCE

# Human Resources Manager

<b>Job Title</b>	Human Resources (HR) Manager
<b>Employment Type</b>	Probationary Employment
<b>Contract Length</b>	N/A
<b>Directorate</b>	Administration and Finance Team
<b>Reports To</b>	Director for Administration and Finance
<b>Location</b>	ICSC Office
<b>Key Relationships</b>	<b>Internal:</b> Other than reporting line/s, all ICSC employees
	<b>External:</b> Government agencies e.g. SSS, PAG-IBIG, PhilHealth; other organizations on HR systems and best practices

### Background

To advance ICSC’s mission to contribute to a sustainable future of our communities, it is crucial to build a talented workforce that will enhance its programs and efforts. The **Human Resources (HR) Manager** position has arisen in response to our expanding initiatives and need for a robust human resources framework that will effectively support our growing team. The HR Manager will play a vital role in the strategic planning and execution of all employee-related functions of the organization.

### Objective

Hiring a Human Resources Manager primarily aims to develop an empowered workforce invested in the organization’s goals through its employee programs and processes, specifically to:

- Establish relevant and executable human resource strategies, policies, and systems.
- Enhance employee engagement and satisfaction which translates into higher productivity and creativity, to ensure that the organization remains a great place to work.
- Ensure compliance with employment laws and regulations to mitigate risks associated with legal disputes or penalties and reinforce commitment to ethical practices.
- Build a sustainable recruitment framework that attracts not only the top talents but those aligned with the organization’s values and mission.

## **Duties and Responsibilities**

The HR Manager will be responsible for the effective management of human resources within the organization. In detail, s/he will:

- **Organize and implement HR systems and policies**
  - Monitor Human Resource Information System (HRIS) including employee database, salary, appraisal outcomes, leave records, trainings, awards, etc.
  - Liaise with unit heads to understand all necessary aspects and needs of HR development, and to ensure they are fully informed of its objectives and achievements, and are updated of any new policies or procedures
  - Implement approved HR policies and procedures across the organization
- **Set out equitable compensation and benefits structure**
  - Collaborate with management team to design a fair and equitable compensation and benefits framework aligned with the organization's financial capabilities
  - Supervise team in payroll administration
- **Manage staff performance appraisal process**
  - Review, develop, and conduct regular and effective performance evaluations and capacity assessment for salary reviews, targets, etc.
  - Identify appropriate training programs and facilitate capacity building of employees
  - Create annual staff development plan in line with ICSC's goals and strategies.
  - Implement succession planning program as necessary
- **Develop and oversee employee relations program**
  - Act as liaison between management and employees, addressing demands, grievances, corrective actions, and other issues
  - Coordinate with teams to assist with employee relation matters
  - Nurture a positive and safe working environment through employee relations activities and communication
  - Conduct exit interviews and procedures
  - Develop the organization's Welfare Policy to ensure ethical and just working environment for the employees
- **Ensure compliance with labor laws**
  - Maintain current knowledge and understanding of regulations, laws, industry trends, practices, and developments regarding Human Resources, e.g., visa laws
  - Identify, communicate, and implement necessary adjustments required for compliance
  - Act as primary contact with any government branch or department with respect to labor-related and human resource issues
- **Lead the staffing framework**
  - Work with hiring managers to define strategic staffing plans and ensure appropriate level of human resourcing
  - Manage all aspects of recruitment in an effective and timely manner – from developing TORs, job descriptions, to conducting interviews, negotiating offers, and onboarding new employees
  - Implement innovative hiring strategies to attract a diverse pool of candidates

- Prepare personnel budget, e.g., salary and benefits, manage and create reports
- **Others**
  - Provide decision support through HR metrics
  - Attend meetings as required
  - Perform other duties assigned by the AFT Director

## **Qualifications**

The HR Manager must meet the following specific requirements:

- At least a Bachelor's Degree in Human Resources Management, Business Administration, or a similar field
- Minimum of five (5) years in any human resources role, with at least two (2) years of experience as a Human Resources Manager, preferably with prior experience in a nonprofit organization
- In-depth knowledge of labor law and HR best practices
- Strong analytical skills and understanding of HR metrics and reporting system to enable data-driven decisions
- Strong managerial and leadership skills
- Exceptional communication and interpersonal skills
- Ability to maintain the highly confidential nature of HR work
- Proficient computer skills including internet and email, MS Office, and HR management tools and database

## **Application Process**

ICSC values diversity and is an equal-opportunity employer. If you fit the role and possess the desired qualifications, please email the following documents to [jobs@icsc.ngo](mailto:jobs@icsc.ngo) on or before **April 11, 2025**:

- Letter of Intent addressed to Ms. Junilyn Silvestre, Director for Administration and Finance, with the subject line "Application for Human Resources Manager – [Surname]"
- Resume (*Do not attach any photo*)