

Job Description

Position Title: HR Team Leader

Location: Egypt

Reports to: HR Manager

Supervisory Responsibilities: Payroll Officer and HR Generalist.

Salary Grade: SG 06

Background:

UTTRCO is a Global Corporation Headquartered in Doha-Qatar, and specialized in providing Finance Services, HR Solutions, Vat/Tax Recovery, Compliance and Consultancy Services with over 5 Offices in Middle East, Europe and India.

Our VISION is to enrich people's lives by providing organizations with superior services at competitive prices and to be the premier and preferred provider of innovative Business Process Outsourcing for HR, Accounting and Finance and Tax recovery services.

Our MISSION is to provide the perfect match and solutions for the needs of our clients through long-term client relationship built on experience, insight and team work. In addition, we help our clients to reduce their administrative cost and at the same time providing quality software support.

www.uttrco.com

Job Summary:

Under the supervision of HR Manager, the HR Team Leader will manage and lead the HR Back Office team to efficiently respond to clients' policies and regulations. S/he will supervise a smooth migration of clients' data on the system and perform regular audits on the system to guarantee error-free operations.

Specific Responsibilities:

The incumbent will carry out the following functional areas:

- Receive promptly clients' data, policies and regulations from HR Coordinator (For After Sales Services) and/or Sales Officers.
- Initiate task order for HR Back Officer staff members.
- Initiate system adjustments according to client's preference, policies and regulations
- Perform audits to identify errors before submitting system to the client for testing
- Provides encouragement to team members, including communicating team goals and identifying areas for new training or skill checks
- Answers team member questions, helps with team member problems, and oversees team member work for quality and guideline compliance
- Communicates deadlines and sales goals to team members
- Develops strategies to promote team member adherence to company regulations and performance goals
- Conducts team meetings to update members on best practices and continuing expectations
- Generates and shares comprehensive and detailed reports about team performance, mission-related objectives, and deadlines
- Provides quality customer service, including interacting with customers, answering customer enquiries, and effectively handling customer complaints

Supervisory Responsibilities:

Job Description

- Supervise and mentor staff working on specific-based activities/projects.
- Ensure timely and quality adherence to worldwide Performance Management System for all staff under his/her supervision.
- Preparation of employee job descriptions, performance plans and performance appraisals.
- Ensure that staff have the equipment and logistical support needed to carry out their roles/responsibilities.
- Contribute to the planning and implementation of capacity building based staff.

Key Working Relationships:

Supervisory: Payroll Officer and HR Generalist.

Internal: All staff

External: Clients; Lawyers, HR and Operation Officers within the group

Task Competencies:

- Analytical Thinking — Job requires analyzing information and using logic to address work-related issues and problems.
- Leadership — Job requires a willingness to lead, take charge, and offer opinions and direction.
- Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
- Initiative — Job requires a willingness to take on responsibilities and challenges
- Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
- Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
- Integrity — Job requires being honest and ethical.
- Persistence — Job requires persistence in the face of obstacles.
- Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.

Position Requirements:

Professional Qualifications:

- 7 years of experience in HR Functions.
- Min. 3 years' experience in Supervisory role
- Prior experience with international, bilateral or multilateral organization.
- Strong ability to read and interpret policies and regulations.
- Fluency in written and spoken English with strong drafting skills.
- Ability to make oral presentations and write clear reports and guidance in English and Arabic.
- Skilled in MS Office Suite, including Word, Excel, Outlook, PowerPoint, and Internet.
- Seek and apply knowledge, information and best practices.

Education:

- Bachelor's Degree in Business Administration
- Work experience in a directly related field will be considered in lieu of graduate degree.

Personal Competencies:

Job Description

- Capacity to initiate, sustain and deepen relationships with key clients.
- Good interpersonal skills and ability to work smoothly in a multi-cultural environment while building good teamwork spirit.
- Ability to communicate sensitively and effectively across different constituencies.
- High tolerance rate for working under pressure and dealing with diversified cultures and tense situations.
- Strong ability to analyze data, identifies gaps, and makes recommendations.
- Position requires flexibility and the capacity to deal with ambiguity and change
- Communicative and dynamic/skilled in obtaining information from staff and/or external clients and potential ones as necessary to accomplish duties.
- Demonstrated strength in clients relationships; diplomatic and able to manage conflicts and to move groups toward consensus
- Demonstrated ability to transfer knowledge and skills formally and informally to diverse audiences;
- Patience and dedication to strengthening clients' organizations and working with clients in a spirit of authentic partnership;

Physical Requirements/Environment:

- Six working days from Saturday to Thursday.
- Work shifts might be requested on holidays.
- Normal conditions of an office environment.
- Position requires flexibility and the capacity to deal with ambiguity and change until regional systems and standards are in place.

Disclaimer:

This job description is not an exhaustive list of the skill, effort, duties, and responsibilities associated with the position.

I, the undersigned _____ certify that I have read and understood my Job Description.

Employee	Name	Signature	Date
Supervisor	Name	Signature	Date
CEO or Designate	Name	Signature	Date