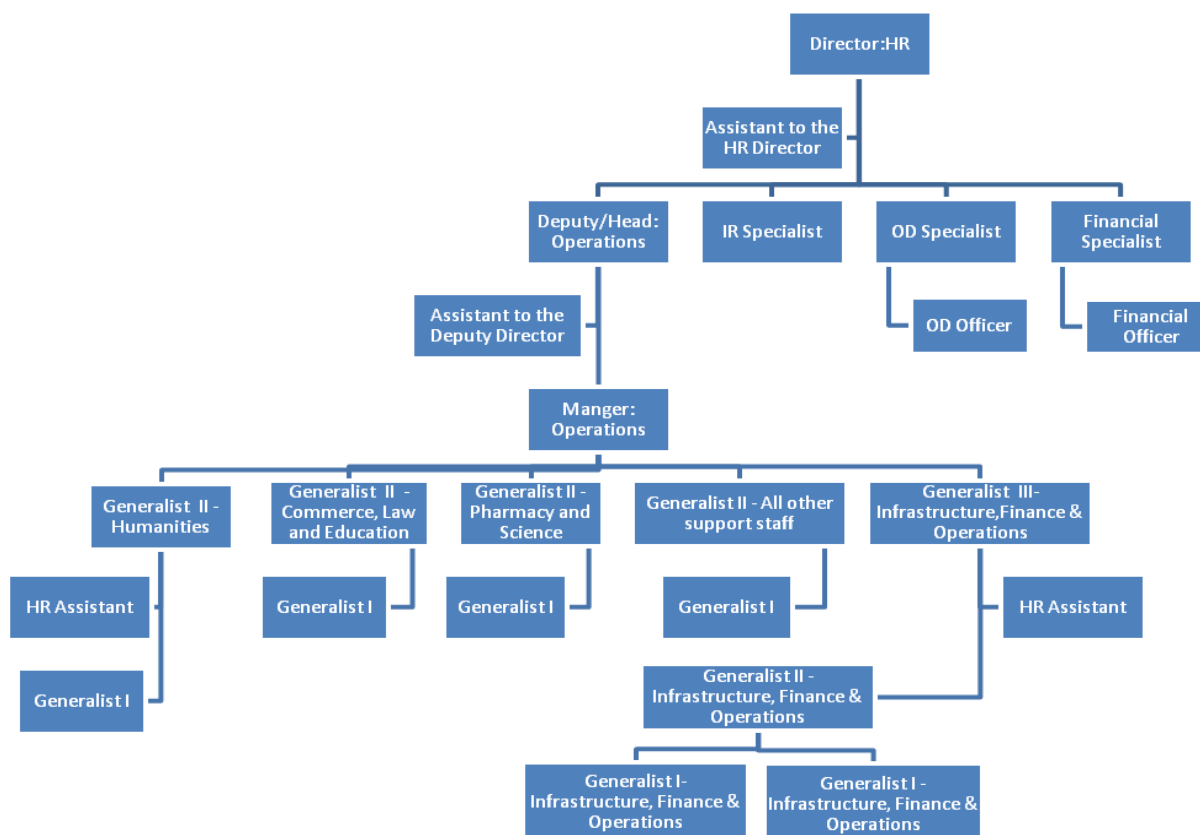
 <b>RHODES UNIVERSITY</b> <small>Grahamstown • 6140 • South Africa</small>	<b>Faculty/Division/Office/ Unit/Entity/Institute</b>  Human Resources	Position Code  HR to complete	<b>Job Grade Not applicable</b>
	DATE PROFILE WAS LAST REVIEWED	Sept 2013	

			NAME
<b>JOB TITLE</b>	HR Intern	<b>INCUMBENT</b>	Various
<b>DEPARTMENT/SECTION</b>	Human Resources: Operations	<b>SUPERVISOR/MANAGER</b>	HR Generalist II
<b>JOB TYPE (ACADEMIC/SUPPORT)</b>	Support	<b>HEAD</b>	Director: Human Resources
<b>PERMANENT OR CONTRACT (IF CONTRACT – LENGTH OF CONTRACT)</b>	11 month Contract	<b>FULL-TIME OR PART- TIME (IF PART-TIME HOW MANY HOURS PER DAY)</b>	Full-time
<b>COUNCIL FUNDED POST OR OUTSIDE FUNDED</b>	Council Funded Post	<b>DATE APPROVED</b>	Sept 2013

**MAIN JOB OBJECTIVE/S**

The purpose of this job is to support the HR Generalist I and HR Generalist II in providing a valued and professional HR service specifically through the execution of excellent HR administrative and basic HR professional services



In this document, the HR Generalist I's and the HR Generalist II's will operate in a unit. These units report into Manager Operations and shall be called a section, in the department of HR Operations. The HR Operations department is within the HR Division.

<b>DESCRIPTION OF KEY RESPONSIBILITY AREAS</b>	<b>STANDARD EXPECTED</b>
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<p><b>FUNCTIONAL RESPONSIBILITIES</b></p> <p><b>External Focus (working outside of the HR Division with relevant levels of leadership and management in his/her section (i.e. academic or support))</b></p> <ul style="list-style-type: none"> <li>• Assist the Generalist I &amp; II to implement HR initiatives, systems, processes and SOPs's in line with standards that have been laid down.</li> <li>• Assist with giving input and feedback with regards to changes that need to be made and/or are required in respect of systems, processes etc.</li> </ul> <p><b>Internal (working inside the section (i.e. academic or support section) to ensure appropriate strategic implementation)</b></p> <ul style="list-style-type: none"> <li>• Assistance in giving feedback and suggestions in respect of the people management philosophy and employer proposition as it relates to the HR Operations Section.</li> <li>• Assistance in ensuring a good understanding the management and HR needs of the Faculties/Divisions.</li> <li>• Assistance in giving input and feedback in respect of HR processes and tools that assist line managers in improving productivity and service delivery.</li> <li>• Assistance in giving input and feedback with regards to HR policy and practices that support the service delivery imperatives in HR Operations.</li> </ul> <p style="text-align: right;"><b>10%</b></p>	<p>Job incumbent must have an understanding of the HR strategy and the various HR policies and how these impact his/her ability to implement various HR initiatives, systems, SOP's etc.</p> <p>Is expected to be able to work constructively his/her unit and with various constituencies in implementation of various people management initiatives. Job incumbent is required to implement people management strategies within his/her unit according to the standard operating procedures that have been developed and under the guidance of the HR Generalist II. The ability and willingness to ensure that implementation is consistent with the standards laid down by HR is a key outcome. Incumbent is expected to engage with HR systems, processes etc in a constructive way and to work with the Generalist II by way of constructive feedback, suggestions and ideas on how to improve HR efficiencies.</p>
<p><b>SERVICE DELIVERY OF HR OPERATIONS</b></p> <ol style="list-style-type: none"> <li>1. Assistance in executing the people management philosophy and employer proposition within the Faculties/Divisions he/she is responsible for.</li> <li>2. 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</li> <li>3. Supporting the Generalist I &amp; II in ensuring that service delivery expectations are understood and implemented where appropriate using the resources provided.</li> <li>4. Supporting the Generalist I &amp; II in implementing HR strategies and processes within the Faculties/Division at the operational level.</li> <li>5. Assistance in the maintenance of HR data and ensuring that the HRIT system is utilised according the SOP's that have been laid down.</li> <li>6. Assistance in ensuring that a quality service is delivered in the Faculties/Divisions.</li> </ol> <p>In terms of specific professional services, consistent with HR policies and strategies and where relevant, in collaboration with Generalist I &amp; II,</p> <ol style="list-style-type: none"> <li>7. Support the HR Generalists and line management in the following areas: - <ul style="list-style-type: none"> <li>• Recruitment &amp; selection Assistance – the administration of the R&amp;S process as well as being responsible for the overflow of recruitment processes at a professional level</li> <li>• Assisting with gathering information for the preparation of the HR budget. Responsible for monitoring and reconciling of elements of the HR budget as required</li> <li>• Assistance in dealing with first line queries with</li> </ul> </li> </ol>	<p>Incumbent is expected to implement people management philosophy, strategies etc within the timeframes that have been laid down. Incumbent is expected to develop a good working relationships with other HR staff as well as the line managers within his/her unit that facilitates implementation and execution.</p> <p>Job incumbent is expected to have a clear understanding of service deliverables and to work with the Generalist II to manage the tension that exists from time to time between HR and line management in a way that facilitates resolution and does not undermine either HR or line management. Incumbent is expected to work constructively within his/her HR unit, section and the broader HR team. Consistent implementation is a key outcome and the job incumbent is expected to work within the guidelines that have been laid down and/or agreed.</p> <p>Incumbent is expected to ensure the HR IT system is kept up to date and that SOP's are implemented within the guidelines and timeframes that have been laid down. Incumbent is also expected to be able to draw information HR IT system to assist his/her unit and line management in managing change and increasing efficiency within their areas as well as address problems, for example, sick leave.</p> <p>Incumbent is expected to have an understanding of HR (tenets and principles underlying HR processes) including ensuring an understanding of HR processes, policies, systems etc that are specific to Rhodes is developed. Incumbent is expected to be up to date with regards to policies, processes etc in</p>

<p>regards to performance management problems, discipline, conflict (including grievances), remuneration, leave etc</p> <ul style="list-style-type: none"> <li>Assistance in maintenance of the HR IT data and process in respect of the HRIT system such as personal information, leave remuneration, benefits etc</li> </ul> <p>8. Provide assistance in the first line of support to staff in respect of: -</p> <ul style="list-style-type: none"> <li>Information related to their employment</li> <li>Processes related to their employment (e.g. initial employment contract issues, medical boarding, retirement)</li> <li>Basic advice in management-staff relationship issues</li> <li>Providing basic advice on their rights and responsibilities in terms of people management issues and processes</li> </ul> <p style="text-align: right;"><b>65%</b></p>	<p>order to be able to address queries etc. In instances where the incumbent does not know the answer, she/he is expected to find the answer and to revert back to the person making the enquiry.</p> <p>Incumbent is expected to ensure that the HR IT system data is accurate and kept up to date. Incumbent is expected to check his/her own work and conduct his/her own data audits. Incumbent is expected to deal with staff in a friendly and respectful manner. Incumbent is expected to get back to staff within the timeframes that are laid down or have been agreed.</p>
<p><b>GENERAL ADMINISTRATIVE RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>Assistance in implementing administrative systems that have been developed to keep track of: <ol style="list-style-type: none"> <li>All internal deadlines within the Section as they impact on the Generalist II</li> <li>All external deadlines from outside the Section as they impact on the Generalist II</li> <li>Such a system should include timeous reminders to the Generalist II of such deadlines</li> <li>Following up with the relevant parties if deadlines have been missed</li> </ol> </li> <li>Assist and give input in developing admin systems and processes for the section.</li> <li>Co-ordination of processes within the Section as requested and required.</li> <li>Supporting the development, maintenance and implementation of administrative systems to deal with information flow and record-keeping through the Section.</li> <li>Assistance with submitting information for collation, such as merit awards, budgets, various statutory and internal reports.</li> <li>Assistance with the provision of information for the HR budget for the Section to be collated by the Assistant to the Deputy. This includes ensuring that all the information is submitted timeously.</li> <li>Assistance with frontline queries from line management, staff and the general public.</li> </ul> <p style="text-align: right;"><b>25%</b></p>	<p>Job incumbent implements systems and processes according the SOP's that have been laid down. Job incumbent is expected to give input and feedback in respect of administrative systems and processes and their effectiveness.</p> <p>Friendly, courteous, needs to provide a helpful, meaningful service i.e. be able to refer queries to appropriate resources and transmit data and information with proficiency and clarity.</p> <p>Must have well developed conflict management skills, and the ability to handle staff in a firm but sensitive manner.</p> <p>Information must be dealt with efficiently and effectively with a turnaround time of no longer than a week unless otherwise agreed.</p> <p>Job incumbent communicates effectively with the broader team (i.e. the academic and support teams). Excellent time management. Maintenance of discretion and honesty at all times.</p> <p>Must keep him/herself up to date on what is happening within Human Resources and other University's HR staff who interact regularly with the Rhodes HR Division.</p> <p>Attention to detail is critical for data capture, filing, copying documentation and analysing reports and data.</p>

***DIRECT CONTACTS OF THE JOBHOLDER (INTERNAL AND EXTERNAL)***

**INTERNAL CONTACT:**

TYPE OF CONTACT	DAILY /MONTHLY ANNUAL	PURPOSE OF CONTACT
Staff of the HR Division	Daily	In the course of work.
Management, HOD's	Daily – weekly	To advise and answer queries. Assist with regards to the various projects and initiatives that are being implemented.
Staff of the University for whom his/her HR unit is responsible	Daily	In the course of work, service delivery

**EXTERNAL CONTACT:**

<b>TYPE OF CONTACT</b>	<b>DAILY/MONTHLY ANNUAL</b>	<b>PURPOSE OF CONTACT</b>
HR Service Providers	As required	Information and partnership with regards to various initiatives and projects that are being undertaken. Networking.
Community of HR Practitioners	As required	Networking and best practice.

**JOB REQUIREMENTS****EDUCATION AND EXPERIENCE**

Honours Degree (preferably in Psychology, Organisational/Industrial Psychology or Human Resources) plus OR a relevant B. Degree (with a relevant major, preferably in Psychology or Human Resources) with no more than 1 years professional working experience.

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

The job incumbent is expected to demonstrate the following competencies: -

**HUMAN RESOURCE 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 HR 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 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 own development
- Able to gain the trust of others, able to keep confidences. Collaborative style of interaction, able to build partnerships with staff and managers

**ADMINISTRATION/TECHNICAL SKILLS**

- Ability to learn quickly the functionality of a HRIT system
- Sound Computer literacy: able to work with a word processor, spreadsheets, 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.
- Intermediate numerical and analytical ability
- Good communication skills in English (both verbal and written). The ability to communicate in another official language will be an advantage. In selecting HR Generalists, at least one of the unit staff must speak isiXhosa.

**WORK BEHAVIOURS**

- Customer service ethic with a track record of good customer service and continuous improvement
- Able to work independently as well as 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 a high quality
- Shows initiative

**MANAGEMENT/SUPERVISORY DUTIES**

No

**NUMBER OF SUBORDINATES**

None

**POTENTIAL CAREER/DEVELOPMENT PATH**

What are the potential career paths / development paths for a person entering this position?

Career progression is dependent on the availability of jobs as well as the job incumbent doing a good job in his/her current position.

**FUNCTIONAL RESPONSIBILITIES (only if applicable)**

**PROJECT MANAGEMENT RESPONSIBILITY**

Yes, the incumbent will be expected to manage the implementation of various HR Administrative sections within HR projects within his/her unit. May also from time to time be expected to develop and manage a section of an HR project from inception to completion.

**PROCESS MANAGEMENT RESPONSIBILITY**

Responsible for the e of various HR processes within their Unit.

**COST/FINANCIAL CONTROL**

Is the jobholder responsible for any aspect of cost control or for materials, stock or equipment? If yes, what is the monetary value and to what extent is the person accountable or responsible?

No

Does the jobholder have a direct responsibility for controlling operational costs or expenses? If so, what is the annual budget (ignoring direct and indirect remuneration costs)?

No

**LEVEL OF RESPONSIBILITY**

Who must authorize, review or clear decisions taken with regard to the jobholder's functions?

HR Generalist II

What percentage of tasks can be carried out without supervisory input and/ or control?

80%

What critical decisions is the jobholder normally authorized and empowered to make?

Within the boundaries of the agreed HR SOP's, systems, processes and direction from the Generalist II, values and principles of the University and other relevant University policy, the HR Generalist I must execute the tasks given to him/her in order to meet the HR needs of the Unit.

**PLANNING**

What is the longest (macro) period that the jobholder has to plan ahead?

6 to 12 months

Typically how long are the micro phases/time periods that the macro planning is divided into?

1 to 2 months

**ADDITIONAL INFORMATION**

Who prepared the job profile?

Manager: OD with input from the Director: HR

Please list all those who have been consulted in the drafting of this profile.

Director HR

Signature of the line manager

Signature of the employee

Date

Date

Signature of the HoD / Director (where she/he is not the line manager)

Date