VACANCY: EMPLOYEE RELATIONS MANAGER

Main purpose of the job
To develop and foster a sound employee relations and internal communication strategy through monitoring and analysing the workplace, company policies, procedures and practices and advising management accordingly.

Key Responsibilities
• Developing and implementing an Employee Relations strategy for the Bank.
• Advising and guiding the company in all facets of employee relations, ensuring fairness and consistent application of all applicable labour laws.
• Monitoring the consistent application of procedural and substantive fairness in grievance and disciplinary issues.
• Representing the company in various dispute resolution processes, including mediation, arbitration and at the Industrial Court.
• Guiding the development of HR policies, procedures and any other labour agreements and recommending changes to existing ones, to ensure compliance with relevant legislation and statutory instruments.
• Providing guidance to Managers, Supervisors and Employees regarding laws, regulations, policies, procedures and practices related to employment matters.
• Handling all Union/ Management processes within the organisation.
• Managing labour relations issues and advising management on appropriate forms of action.
• Developing and implementing comprehensive employee wellness/welfare programmes.

Job Specifications
The right candidate will possess the following:
• A Bachelor’s degree in Social Sciences or equivalent qualifications.
• At least seven (7) years post graduate experience in Human Resources Management, of which at least 2 years should have been at middle management level in employee relations.
Certification in Industrial Relations or Labour Law would be desirable.

- A working knowledge of Oracle HR will be an added advantage.

**Competencies**

- Customer orientation.
- Communication and interpersonal skills.
- Good planning and organization skills.
- Problem solving and decision making skills.
- Business acumen.
- Change management.

2. HR SPECIALIST – ORGANISATIONAL DEVELOPMENT

**Main purpose of the job**

To coordinate workforce planning, talent management, change management, performance management, as well as, process improvement initiatives and activities in the Bank.

**Key Responsibilities**

- Managing and facilitating the organisational development full cycle projects within the Bank.
- Ensuring that positions within the organisation are profiled.
- Developing performance templates and training line managers on their use.
- Facilitating the development and implementation of a compensation and benefits strategy, through benchmarking with industry trends.
- Developing HR processes within line of responsibility to support business strategic direction.
- Ensuring effective implementation of change initiatives.
- Developing and contributing to the budgeting process within HR, as well as, ensuring ongoing management of the budget within the area of responsibility.
- Developing talent in the organisation, as well as, creating a supportive learning environment, through pro-actively creating learning opportunities.
• Initiating OD interventions within the Bank.

**Job Specifications**

The right candidate will possess the following:

• A Bachelor’s Degree or equivalent in Human Resources Management or related field.

• At least five (5) years post qualification experience in the organisation development function.

**Competencies**

• Customer orientation.

• Communication and interpersonal skills.

• Good planning and organization skills.

• Problem solving and decision making skills.

• Business acumen.

• Change management.

3. **HR SPECIALIST – OPERATIONS**

**Main purpose of the job**

To ensure the efficient and successful development and implementation of the Human Resources policies and procedures within NDB.

**Key Responsibilities**

• Managing and facilitating recruitment and selection process, through defining requirements to fill positions.

• Handling all HR transactional activities, including the management of employment contracts, leave management, medical aid, insurance, workers compensation claims.

• Administration of employee remuneration and benefits.

• Managing the full cycle monthly payroll runs.

• Developing and contributing to cost budgeting for their business unit, as well as, ensuring ongoing management of the budget.
• Monitoring and analysing HR trends and recommending remedial action to address any issues.

• Developing talent to ensure alignment with team goals.

• Ensuring safely and health within the organisations environment.

Job Specifications
The right candidate will possess the following:

• A Bachelor’s Degree or equivalent in Human Resources Management or related field.

• At least five (5) years relevant work experience in a reputable organisation.

Competencies

• Customer orientation.

• Communication and interpersonal skills.

• Good planning and organization skills.

• Problem solving and decision making skills.

• Business acumen.

• Change management.

4. FACILITIES AND PROCUREMENT MANAGER

Main purpose of the job
To provide professional expertise to the Bank’s facilities management, property maintenance and procurement function and be at the fore-front regarding the implementation and development of requisite strategies aligned to the corporate scorecard objectives.

Key Responsibilities
Reporting to the Head of Finance, the incumbent will be responsible for among other things the following:

• Developing and delivering a procurement strategy to deliver the target benefits and financial savings, as well as, developing annual procurement plans in liaison with departmental heads.
• Providing specialist advice and guidance on leading best practice procurement across departments.

• Defining and managing key supplier relationships to deliver breakthrough performance in cost and service quality.

• Leading the development and management of the Bank’s Estate strategy and its physical environment, including research and interpreting all aspects of Estate & Facilities management across the departments.

• Providing corporate property advice, as well as, strategic advice on approaches to property investment including acquisition or disposal of property and assets ensuring maximization of returns.

• Ensuring that the Bank is at all times protected in terms of statutory and contractual compliance and ensuring that the disaster recovery and business continuity plans are regularly tested for all properties/ assets.

**Job Specifications**

The right candidate will possess the following:

• A Bachelor’s Degree or equivalent in Estate and /or Facilities Management, as well as, a Construction related degree with exposure to procurement.

• A minimum of six (6) years related experience in facilities & property management, and at least 2 years procurement exposure at management level within a banking/financial institution environment will be an added advantage.

• Strong technical appreciation/knowledge of facilities and property management.

• Working experience/knowledge of Health and Safety Management.

• Proficient in MS office with emphasis on word documents, excel spreadsheets and power point.

**Competencies**

• Strong business communication and presentation skills.

• Effective interpersonal skills.

• Contract management skills.

• Strong negotiation skills.

• Good planning and organization skills.

• Excellent team and people management skills.

• Leadership skills.
5. CLIENT SERVICES: RELATIONSHIP MANAGER
AGRI – BUSINESS

Main purpose of the job
To maintain client relationship, supervise Sales Executives who communicates with Agri-Business clients, as well as, to sell and provide other services to new and existing clients.

Key Responsibilities
• Developing and maintaining relationships with Agri-business clients.
• Ensuring new business acquisition, through calling on prospective client, analysing their needs, presenting product features and benefits and providing solutions, as well as, identify cross-selling opportunities with existing clients.
• Developing monthly sales call programs for department, taking into account local market dynamics and competition.
• Managing client portfolio’s through responding to client’s requests, concerns, and complaint’s, as well as, providing solutions.
• Ensuring that internal organisational behaviour and process changes are aligned to improve service levels.
• Monitoring and analysing sales trends/volumes and then taking remedial steps to address any issues.
• Managing the progression of client transactions and updating clients on progress status.

Job Specifications
The right candidate will possess the following:
• A Bachelor’s Degree or equivalent in Business, Economics, Commerce, Marketing or Agriculture.
• A minimum of four (4) years post qualification experience in banking in a lending environment.

Competencies
• Negotiation and conflict resolution.
• Effective interpersonal and communication skills.
• Key account management skills.
• Excellent counseling skills.
• High levels of Integrity.
• Good planning and organization skills.

6. CUSTOMER SERVICES MANAGER X 2
(GABORONE AND FRANCISTOWN)

Main purpose of the job
To manage and control all branch activities to achieve sales and disbursements whilst ensuring that there is proper control and compliance with policies and processes to minimise both selling and operational risks.

Key Responsibilities
• Ensuring the branch delivers superior customer service that is in line with the Bank’s brand promise of ‘Being the No.1 Development Financial Services Partner’.

• Managing all daily operations of the branch within the required policies and procedures, as well as, ensuring alignment of all branch operations to the overall Bank strategy.

• Preparing and monitoring the branch budget.

• Managing the Banking transactional activities as per laid down policies and processes.

• Measuring and monitoring customer acquisition and attrition rates, as well as, implementing customer retention strategies to maximise repeat business and improve customer loyalty.

• Creating and building strong client relationships on an ongoing basis.

• Managing the sales workforce to ensure that they follow the right processes and have the support to achieve their goals.

• Developing and managing strategic alliances and other third parties relationships to support new sources of business.

Job Specifications
The right candidate will possess the following:
• A Bachelor’s Degree or equivalent in Business Administration.

• At least four (4) years in a Banking or financial institution with a proven track record of having worked in a sales and marketing environment. Supervisory skills will be an added advantage.

Competencies

• Negotiation and conflict resolution.

• Effective interpersonal and communication skills.

• Key account management skills.

• Business Acumen.

• High levels of Integrity.

• Good planning and organization skills.

All applications must be delivered to the HR Department or emailed to recruitment@ndb.bw.

Closing date: 17 MARCH 2017

NB: ONLY SHORTLISTED CANDIDATES WILL BE RESPONDED TO.