

Head of HR Operations, United Arab Emirates

- Based in Dubai, United Arab Emirates

- Salary Package: Base Salary negotiable + bonus + benefits

ERLMS Limited is a professional management consulting firm specialising in providing Organisational & Human Resource Management Consulting, IT System Development & Solution and Executive Search services to companies worldwide.

Our client, a leading retail chain with stores in major cities in the Middle East and the United Arab Emirates, is seeking a Head of HR Operations to lead the human resource operational activities of the organisation in the United Arab Emirates.

Reporting to the Vice President of Human Resources, United Arab Emirates and the Middle East, and with the support of a team of human resource management professionals across the country, your primary role includes:

- Oversee and manage the daily HR operational and administration duties of the HR function across all offices in the United Arab Emirates, including manpower planning, recruitment and employment, compensation and benefits management, employee performance management, employee coaching, employee training and development, employee communication and relationship management activities.
- Be a resource to line management and act as the HR support and advisor to senior management of the organisation.
- Work with the functional expertise teams in the United Arab Emirates and the Middle East to contribute to the development and implementation of effective organisational and cultural change, recruitment and selection, attraction and retention, talent management, succession planning, compensation and benefits planning, employee and leadership development, and performance management programmes and policies to attract and retain the best people.
- Oversee and act as a primary contact for all human resource management projects, including preparation of status reports to management.
- Lead and manage the country HR operational management function.
- Lead, manage and motivate HR team members across offices in the United Arab Emirates.
- Lead, support and oversee the implementation of all HR programmes and initiatives to ensure fair and consistent application of policies and procedures across the country.
- Support and provide solutions to business units and departments in resolving employee management matters such as management of employee performance and assisting line management in conducting employee coaching sessions when needed.
- Facilitate, recommend and provide advice to all departments and line management regarding employee conflicts, grievances and issues and ensuring that solutions are in accordance to the company's policies.
- Provide guidance and advice to HR staff members and line managers in solving employment, staff grievances, employee development, employee performance management, compensation and benefits management, employee attraction and retention and other related people and organisational management issues.
- Review, analyse and improve organisational safety and health policies and programmes and ensure implementation processes comply with corporate guidelines.
- Oversee and perform employee opinion survey, review findings, identify organisational, people, and health and safety management issues that require improvements and recommend action plans and solutions to address the issues.
- Develop and deploy employee relations programmes to foster a harmonious and supportive working environment.
- Manage annual merit increase review and processes.
- Perform annual evaluation and succession planning exercises.
- Review, develop and implement HR policies and procedures that are in line with corporate policies and guidelines.
- Partner with the legal team to define and implement employment terms and conditions to ensure legislative and corporate compliances are met.

KEY SKILL AND ATTRIBUTE REQUIREMENTS FROM THE INDIVIDUAL

- Solid HR operational management experience, preferably within the retail industry.
- Good understanding of the complexities of people management.
- Proactive and result oriented with excellent interpersonal skills.
- Comfortable at dealing with people of all levels and nationalities.
- Strong presentation and persuasive skills that can influence senior management.
- Excellent command of written and spoken English.
- Computer literate with good skills in Word, Excel, PowerPoint etc.

WORK EXPERIENCE AND QUALIFICATION

- University graduate, MBA preferred.
- 12 years of working experience in the HR function.

Senior Local HR Managers and Expatriate HR professionals who are currently working in the United Arab Emirates are welcome to apply.

To apply, please email your resume with a covering letter explaining your suitability for the position to ERLMS Limited on executivesearch@erlms.com. Please also indicate your current and expected salary packages.

ERLMS Limited

Management Consulting & Services

All information collected is solely for recruitment purpose and will be treated in the strictest confidence.