

**Terms of Reference (ToR) for Human Resource (HR) Manager of FCBL Corporate Headquarters, Phuentsholing and Service Manager of Phuentsholing Region**

<b>Position Title</b>	Human Resource Manager/Service Manager
<b>Grade</b>	M4
<b>Pay &amp; Allowances</b>	<ol style="list-style-type: none"> <li>1. Basic Pay: Nu. 21990 + 20% House Rent Allowance (HRA) on basic pay</li> <li>2. Fixed Allowance: Nu. 12300</li> <li>3. LTC: Nu. 1250</li> <li>4. Other benefits: PBVA &amp; other entitlements as per FCBL Service Rules.</li> </ol>
<b>Type of Employment</b>	Regular after a six-month probation period and will be positioned one grade lower than the actual grade during this period.
<b>Qualification &amp; Experience</b>	Bachelor of Business Administration (BBA) with 4 years of experience
<b>Background</b>	<p>The HR Manager/Service Manager is responsible for all HR and service-related matters. S/he oversees and coordinates all HR issues within the FCBL in consultation with the immediate supervisor ensuring compliance with HR policies. S/he is also responsible for managing the recruitment processes and implementing innovative changes for consideration by the HR Committee.</p> <ul style="list-style-type: none"> <li>- HR Manager shall report directly to the General Manager (HRAD)</li> <li>- The Service Manager shall report to the Regional Director, Phuentsholing</li> </ul>
<b>Knowledge, Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>■ Good knowledge of human resource management and employment.</li> <li>■ Effective communication skills and strong interpersonal qualities</li> <li>■ Should be acquainted with the latest concepts of Strategic Human Resource Management.</li> <li>■ Should have good administrative and liaising skills</li> </ul>
	<ol style="list-style-type: none"> <li>a) Identified critical positions, assessed skills requirements, and initiated a talent hunt.</li> <li>b) Identify High Potential (HiPo) and implement the program.</li> <li>c) Survey the employee satisfaction in the company.</li> </ol>

<p><b>Duties, Responsibilities &amp; Accountabilities</b></p>	<ul style="list-style-type: none"> <li>d) Ensure implementation of performance reviews, capacity development of staff, and other HR management tools.</li> <li>e) Maintain and update the personal files of all employees</li> <li>f) Process all recruitment in an effective and timely manner following the FCBL Service Rule.</li> <li>g) Work with immediate supervisor to minimize turnover in the company.</li> <li>h) Liaise with other divisions and regions regarding any HR-related activities.</li> <li>i) Ensure accurate monthly leave accrualment in the ERP System.</li> <li>j) Verify and monitor the employee's leaves and submit the annual leave closing balance to the Finance &amp; Accounts Division (FAD).</li> <li>k) Attend any corresponding work regarding HR as assigned by the immediate supervisor and the management.</li> <li>l) Attend grievances and complaints of staff and report them to the immediate supervisor.</li> <li>m) Conduct process mapping of all HR functions and develop standard operating procedures (SoP) and delegation of powers (DoP) to be assigned to the positions</li> <li>n) Verify transfer appeals and process as deemed necessary following the Service Rules.</li> <li>o) Update employees' information in the ERP System</li> <li>p) Monitoring Biometrics attendance of staff and compiling reports</li> <li>q) Follow up on the timely submission of APC by the Department, Regions, Divisions, and Units</li> <li>r) Facilitate the conduct of HRC and other meetings</li> <li>s) File and maintain proper APC documents.</li> <li>t) Perform other assignments as required by the supervisor and Management.</li> </ul>
<p><b>Document Requirements</b></p>	<ul style="list-style-type: none"> <li>1) Duly Filled FCBL Employment Application Form (download from website: <a href="http://www.fcbl.bt">www.fcbl.bt</a>)</li> <li>2) Curriculum Vitae/Resume</li> <li>3) Copies of Academic transcripts (Degree, Class XII &amp; X)</li> <li>4) Copy of valid Citizenship Identity card</li> <li>5) Security Clearance Certificate</li> <li>6) Original Medical fitness certificate</li> </ul>

	7) No Objection Certificate, if employed
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General Manager  
HR & Administration Division  
Food Corporation of Bhutan Ltd.  
Phuentsholing: Bhutan