

**Duties,
 Responsibilities and
 Accountability**

- a) Formulate strategy and supporting policies to ensure that the staffing needs of STCBL are met in a cost-effective manner, especially ensuring succession planning.
- b) Responsible to develop and implement a dynamic Performance Management System.
- c) Implement Organization Development seamlessly by driving and managing change activities including re-skilling and retraining of employees.
- d) Responsible for preparing a staffing plan (in liaison with other GMs and Managers), which forecasts the future needs of STCBL in terms of number, qualification, skill and deployment of staff. Implement changes required by the plan.
- e) Develop and maintain a set of service manual and supporting procedures which reward and motivate staff, ensuring that STCBL is regarded as good employer, where talented and committed people want to work. Ensure that policy and practice encourage the flexibility and mobility of staff, facilitating cooperative working relationship between Divisions/ Units.
- f) Train and develop staff, building the capacity of STCBL, ensuring that the company develops sufficient supply of well-qualified, trained staff to meet its current and future business needs.
- g) Ensure accurate staff records are maintained, producing reports, reviews and management information on current and future staffing as required.
- h) Responsible for communicating policy changes and information about STCBL, making sure staffs are kept well informed about developments/issues, which affect their work.
- i) Keep up-to-date with developments affecting human resource management within Bhutan and outside, particularly business entities, which might affect STCBL and its operation.
- j) Provide guidance and support to other Division/ Unit Heads when they are involved in dealing with difficult staffing problems.
- k) Develop policies, practices and procedures for administrative matters, ensuring that they are effectively and efficiently applied.
- l) Conduct process mapping of all HR functions and develop standard operating procedures (SoP) and delegation of powers (DoP) to be assigned to the positions;
- m) Perform such other assignments, as required by the Management.

