

**Terms of Reference for the Position of Deputy Manager,
Human Resource and Administrative Services, Regional Office, Phuentsholing**

Position Title	: Deputy Manager
Grade	: 8
Pay and Allowances	: Pay scale – (24,820-620-43,420) : Nu. 24,820 (Basic pay) + 20% (Corporate allowance on basic pay) : Other Benefits as per STCBL SRR
Type of Employment	: Regular
Reporting	: General Manager, HRAD
Qualification and Experience	: Degree with aggregate of 55% in BBA (HRM)/ BCOM : Minimum two to three years of working experience in relevant fields
Background	<p>The Dy. Manager is responsible for the normal daily functions of the HR and ADM Division. Deputy Manager will assist and report to the General Manager to build a collaborative and employee-oriented approach among the peers and subordinate staffs. The Deputy Manager shall pursue strong relationship with employees and will also uphold values and practices of STCBL as a whole.</p> <p>The Deputy Manager is supervisor to support staff who will act as a link between head of the Division and support staffs.</p>
Duties and Responsibilities	<ul style="list-style-type: none"> • Well conversant with Company Service Rules and various other publications like BCSR and other corporate service rules. • Manage and maintain, update records/personnel files of overall employees. • Managing all contracts and types of employment. • Coordinates all types of recruitments, selections etc. • Ensures the Compact evaluation for overall employees is compiled and filed for record. • Facilitates with NoC, Audit Clearance and any other HR related documentation. • Update all types of leave in the system inclusive of drafting of all types of leave Sanction/Notification Orders. • Prepare reports, note sheet, Proposals, Minutes of Meeting and any other documentation required for official records. • Maintain attendance for overall employees. • Assess training needs for the Company. To review, propose and evaluate all necessary trainings/seminars. • Maintain strong relationship with employees and will also uphold values and practices of STCB as a whole. • Required work in close collaboration with the System Administrator (ERP Consultant) ensuring successful implementation of any changes in the ERP. • Ensure HRAD target is achieved.

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An ISO 9001: 2015 QMS, Quality Certified Company

	<ul style="list-style-type: none"> • Assist the Managers and GM to formulate policies and strategies and preparation of reports as required by the Management. • Oversee and be accountable for day- to- day affairs of HRAD. • Facilitate repair and maintenance work for office building structures, furniture, fixtures and pool vehicles. • Procurement of office supplies, equipment and assets as per the procurement manual of the company.
Competencies	<ul style="list-style-type: none"> •Displays initiative, sets challenging outputs, and willingly accepts new work assignments; •Takes responsibility for achieving agreed outputs within set deadlines and strives until successful outputs are achieved; •Make case for innovative ideas, documenting successes and building them into the design of new approaches.
Job Knowledge/Technical Expertise	<p>Serves as internal consultant in the area of expertise and shares knowledge among peers and support staff.</p> <p>Continue to seek new and improved methods and systems for accomplishing the work of the unit.</p> <p>Keep abreast of new developments in area of professional discipline and job knowledge and seek to develop professionally;</p> <p>Demonstrate comprehensive knowledge of ERP system and applies it in work assignments.</p>
Promoting Organizational Change and Development Assisting the individuals to cope up with change	<p>Provide counseling and coaching to colleagues who are dealing with change. Assists in the development of policies, communications, and change strategies.</p> <p>Performs appropriate work analysis and assists in redesigning systems and procedures and establish clear standards for implementation.</p> <p>Get well versed with all the relevant policies of the Company.</p> <p>Identifies and recommends remedial measures to address problems in systems design or implementation in ERP system.</p>
Core Competencies:	<ul style="list-style-type: none"> •Promoting ethics and integrity, creating organizational precedents; •Support HRAD acumen; Promote open communication; •Articulate the HRAD information to overall employees •Sharing knowledge across the organization and build culture of knowledge sharing and learning. •Positive attitude and prudent initiative to enhance working culture.

