

Job Title:	Human Resource Business Partner
Reporting To:	Human Resource Manager
Site:	Cairo

#### 1. PURPOSE OF JOB

The Human Resources Department in Egypt is responsible for providing an effective, efficient and proactive Human Resource function to the managers and employees in Cairo Customer Support Centres.

The Human Resource Business Partner will provide guidance and support on Human Resource best practice acting as the first point of contact and Business Partner for line managers on all HR related issues.

#### 2. MAIN ACCOUNTABILITIES

- Is an active Business partner to her/his departments and guides and advises, on request or pro-actively, on personnel or HR related topics.
- Thinks along with the Operational management and delivers effective and pragmatic HR added value in the attempt to make things easier, not more complicated.
- Supports her/his department answers questions of management and employees with regard to employment procedures including;
  - Absence Management
  - Performance Management
  - Discipline and Grievance issues
  - Recruitment and Selection
  - Employee Legislation
  - Employee Relations
  - Human Resource Planning
  - Human Resource Policies and Procedures
  - Compensations & Benefits
- Functions as gatekeeper of (legal) processes.
- Takes appropriate action when procedures are not followed.
- Attends weekly/monthly operations meeting with designated Operations teams and provides support on HR related issues.
- Participates actively in Operational events such as MBR's, QBR's.
- Will deliver the Induction presentation day; Sykes' HR induction for new hires.
- Is the record keeper regarding HR relevant data such as attrition, absence& sickness.

- Connects with other departments such as OMD to assure accuracy of HR data.
- Analyses HR data tracking trends and connecting with relevant parties for action planning.
- Aligns actions and output with HR colleagues, making sure the HR department functions as 1 team instead of different individuals.
- Update and maintain HR Information Systems and administers official paperwork such as contracts and documents, tracking and ensuring completion and filed in the employee personnel file.
- Is able to lead investigations and judges objectively.
- Participates in HR projects such as GESS, Retention projects and contributes actively enhancing customer satisfaction and reducing attrition.
- Controls the annual review process of employees of his/her department, sets up necessary sheets, sends the guidelines to management, keeps track of whole process and follows up with management where necessary.
- Follow up absenteeism and all the HR related information
- Composes professional correspondence and necessary paperwork in correct English

### 3. CORE COMPETENCIES

#### **Exercise Professional Judgment**

- Applies accurate logic and common sense in making decisions and coming to conclusions.
- Chooses courses of action or makes decisions that are consistent with policies, procedures, and rules.
- Recognizes the implications and risks of actions and decisions.
- Makes timely decisions on problems/issues requiring immediate attention.

#### **Analyse Information**

- Gathers and analyses the most critical information needed to understand problems.
- Analyses problems and issues from different points of view.
- Readily recognizes problems requiring attention.
- Breaks down problems into manageable components.
- Probes and looks past symptoms to determine the underlying causes of problems and issues.

#### **Meet Stakeholder Needs**

- Accurately identifies stakeholders' requirements, expectations, and needs.
- Seeks feedback from stakeholders to identify improvement opportunities.
- Addresses stakeholders needs by involving the right people (resources) at the right time.
- Follows up with stakeholders to ensure problems are solved.

**Working to Objectives, Planning and Organizing**

- Develops realistic plans (e.g., action steps, timelines) to accomplish objectives.
- Aligns personal work plans with plans and initiatives of own and other work units.
- Identifies and obtains resources (e.g., funding, equipment, support) needed to accomplish objectives.
- Identifies risks and assumptions in plans.

**Produce Results**

- Initiates timely action to address important issues.
- Demonstrates a strong sense of ownership and a commitment to achieving meaningful results.
- Puts in persistent efforts to accomplish desired results.
- Pursues initiatives/efforts to successful completion and closure.

**Form Relationships**

- Builds relationships with people across a variety of functions within the organization.
- Relates to others in an accepting and respectful manner, regardless of their organizational level, personality, or background.
- Builds collaboration by identifying and conveying common interests and priorities (including removing barriers and breaking down silos).
- Maintains positive relationships, even under difficult circumstances.
- Appropriately involves others in decisions and plans that affect them.

**Communication**

- Listens carefully and attentively to others' opinions and ideas.
- Communicates information clearly, concisely, and professionally.
- Tailors communication style and content to the audience.
- Writes reports, documentation, and other written information clearly and thoroughly.
- Prepares and delivers coherent and credible presentations.
- Provides timely, relevant information to those who need it.

**Influence Professionally**

- Presents a persuasive rationale for positions.
- Builds support for ideas among key decision makers.
- Ensures that positions address others' needs and priorities.
- Promotes or asserts positions and ideas with confidence and enthusiasm.
- Able to mediate where parties disagree

**Demonstrate Integrity**

- Does not cover up problems or blame others for mistakes.
- Follows through on commitments.

- Is honest and direct in dealing with people.
- Acts in accordance with stated policies and practices.
- Does not disclose confidential information.

#### 4. EXPERIENCE, KNOWLEDGE AND SKILLS REQUIRED

##### **Professional and Technical Excellence**

- Has a sound knowledge of HR related issues
- Has updated knowledge of local laws (Labour Laws, Social Security,..etc)
- Has good MS Office skills, perfect Excel skills
- Has formulated and/or updated policies and processes.
- Strong Team Player
- Portrays a professional image
- Pays good attention to detail

##### **Education**

- Higher/further educational qualification or equivalent
- HR background preferably with legal expertise

##### **Experience (number of years and type of experience)**

- At least 2-4 years' experience in a similar position or in an HR Generalist Role in a similar fast paced environment – working in a Contact Centre is a plus.

##### **Technical or specific skills (e.g. technical, computer)**

- Speaks and writes Arabic and English perfectly
- Knowledge of the Egyptian social legislation
- Proficient with spreadsheet and word processing software

##### **Environmental aspects**

- Able to work under pressure
- Able to work with different society levels
- Able to understand different cultures

#### 5. SECURITY COMPLIANCE

Employees are required to maintain compliance with Sykes safety, security, and privacy programs. Responsible for being an active participant in the Sykes safety, security and privacy programs to protect Sykes' business operations, facilities, and physical and intellectual property and to ensure a safe and secure working environment for all Sykes' employees.

## 6. ETHICS COMPLIANCE

Sykes is firmly committed to conducting business in compliance with the letter and spirit of the law and other accepted standards of business conduct as reflected in the company's policies. Employees are encouraged to observe the highest standards of professionalism at all times, and are expected to adhere to Sykes policies on ethics and integrity.