



# UTILITY REGULATION AND COMPETITION OFFICE

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Human Resources &amp; Operations Manager</b>		
<b>Job Holder:</b>			
<b>Department:</b>	<b>Administration</b>		
<b>Reports to:</b>	Chief Operating Officer		
<b>Number of direct reports:</b>	2	<b>Salary Range:</b>	
<b>Total Points:</b>		<b>Date of last review:</b>	July 2022
<b>Salary Grade:</b>		<b>Approved By:</b>	<b>Chief Executive Officer</b>

### Who are We?

The Utility Regulation and Competition Office (OfReg, the Office) is the independent multi-sector regulatory body with responsibility for the Energy & Electricity, Fuels, Information and Communication Technology (ICT), and Water and Wastewater sectors. The Office maintains regulatory oversight for all utilities providers in the Cayman Islands.

OfReg has wide powers for consumer protection and is particularly mandated to facilitate innovation in the sectors for which it has responsibility for the promotion of economic development. OfReg enforces compliance for all licensees through the administration of penalties and fines as dictated by the Utility Regulation and Competition (URC) Act and the sector acts and licenses.

## 1. JOB DESCRIPTION

### 1.1. Overview

Reporting to Chief Operating Officer (COO), the Human Resources & Operations Manager (HROM) provides strategic and operational human resources (HR) and administrative support to the Office. The post holder acts a professional advisor and internal consultant to the Chief Executive Officer, through the COO, and is responsible for ensuring that OfReg is compliant with all labour and employment related acts and regulations within the Cayman Islands and ensures smooth operations of the Office. The HROM manages the human resource and operations portfolio of the Office to maintain a wholesome, healthy and productive work environment, ensuring that the Office achieves its mandates and is guided by the policies, procedures, directives and legislation which govern the work of the Office, as well as broader public service mandates, in carrying out their functions. The post holder must have the capacity to engage with details, research, compile records and information, and be willing to take on new challenges, with limited resources and tight timeframes.

## 1.2. Job Purpose

The HROM is a member of the Senior Management Team and responsibilities are identified through the production of the Office's strategic and annual plans. The post holder, through delegated responsibility from the COO, is tasked with providing timely and high-quality strategic and operational human resource management services, advice, and support as needed to the Office. The HROM as a strategic business partner works closely with senior management to develop sound people management strategies that are in alignment with and support the strategic objectives of the Office. The post holder is responsible for supervising and assigning work within the administration team to ensure that all routine operational and administrative requirements are properly executed.

## 1.3. Scope of Role

Specifically, the Human Resources & Operations Manager shall:

- a) Provide and manage the delivery of comprehensive human resource and administrative support to the Office. Contribute to OfReg's strategic planning and business process development in relation to HR and administrative matters.
- b) Oversee the development and implementation of policies and procedures which promote the culture, values, and expectations of the Office to employees and external agencies, ensuring that the attitude, ethical standards, actions and demeanor of staff are positive and in accordance with the spirit and intent of OfReg's and the Public Servants' Code of Conduct.
- c) Ensure compliance with guidelines established by the Labour Act, the Public Service Management Act, the Public Authorities Act, the Immigration Act, the Health Insurance Act, the Public Service Pension Act, the Data Protection Act, related regulations and the HR Manual.

## 1.4. Principal Accountabilities

Reporting to, and performing any cognate duties as may be assigned by the COO - the principal accountabilities of the post include:

ACCOUNTABILITIES	PERCENTAGE
<p><b>Human Resources Management</b></p> <p><i>General</i></p> <ul style="list-style-type: none"><li>• Prepare and process HR related correspondence in a timely manner, including forms and drafting correspondence to staff, departments, POCS and other relevant agencies.</li><li>• Provide in a timely manner necessary documentation for other agencies in relation to employees such as health insurance, pension, payroll, and dependent information.</li></ul> <p><i>Records and Information Management</i></p> <ul style="list-style-type: none"><li>• Create and maintain employee files (both electronic and physical as appropriate) in accordance with the National Archive and Public Records Law, Data Protection Law, and OfReg policies and procedures.</li></ul>	40%

- Ensure records in the Human Resources Information System (HRIS) are current and updated as required. Maintain accurate attendance records for all staff.

#### *Pay and Reward Management*

- In conjunction with the COO, manage, monitor, and evaluate remuneration and rewards systems to promote and encourage a high level of staff moral and retention.
- Review and process monthly payroll, including
  - advising on, calculating, and processing allowances and deductions;
  - preparing and maintaining related payroll records and reports; and
  - ensuring timely and accurate delivery of payroll.
- Act as the first point of contact for employees in relation to payroll matters.
- Oversee the HR budget and analyse and report variances to the Financial Controller.

#### *Performance Management*

- Ensuring that performance agreements are established on an annual basis and that assessment (informal and formal) are conducted for each employee as required.
- Monitor the completion of annual performance agreements and assessments to ensure that deadline is met and placed on personnel files.
- Assist with (or coordinate where necessary) training for managers and employees in relation to performance management.
- Monitor the general performance of staff, including various types of leave and absenteeism levels, and ensure that matters are appropriately addressed.
- Address the risks that are created by remote working arrangements and recommend programmes and plans to mitigate same.

#### *Recruitment*

- Contribute to the establishment of standard recruitment and selection practices, including testing, advertising, liaising with candidates, assisting with shortlisting, participating in interviews, and ensuring that appropriate vetting of applicants and background checks are completed.
- Manage the recruitment process to ensure that it is conducted in accordance with agreed timelines and OfReg procedures, including but not limited to:
  - drafting job descriptions and advertisements;
  - ensuring advertisements are posted with various media outlets and job websites;
  - communicating recruitment timeline to relevant department head and other stakeholders;
  - initial screening of applications and shortlisting based

<ul style="list-style-type: none"> <li>○ on agreed criteria;</li> <li>○ arranging, coordinating, and participating in interviews and administering recruitment tests;</li> <li>○ respond to queries from applicants on the status of recruitment activities, including notifications to unsuccessful candidates; and</li> <li>○ ensuring recruitment files are maintained and properly organised for audit purposes.</li> </ul> <ul style="list-style-type: none"> <li>● Ensure that panel reports are completed and that candidates are notified of results in a timely manner. Negotiate on behalf of the Office, relevant terms and conditions with potential employees as appropriate.</li> <li>● Maintain and administer an induction and orientation program which familiarises new employees with OfReg's statutory requirements, policies and procedures in addition to relevant Government regulations.</li> <li>● Conduct exit interviews as necessary.</li> <li>● As recruitment is a dynamic process, contribute to identifying gaps in the process, and apply lessons learned for continuous process improvements.</li> </ul> <p><i>Training and Development</i></p> <ul style="list-style-type: none"> <li>● Assist in the development of a training and development strategy to ensure management and employees are equipped to achieve OfReg's vision and mission.</li> <li>● Assist in identifying skill gaps and work towards ways to enhance competencies and knowledge such as supervisory skills, conflict resolution, team building and customer service.</li> <li>● Provide guidance and direction to management for the drafting and implementation of development/improvement plans for respective staff.</li> <li>● Research and recommend training for professional continuing education.</li> <li>● Coordinate attendance at (or facilitate as required) training for staff.</li> </ul> <p>Internship Program</p> <ul style="list-style-type: none"> <li>● Responsible for developing, implementing, and overseeing the Office's internship program.</li> <li>● Act as Internship Coordinator and provide reports to the COO on the conduct and performance of Interns.</li> </ul>	
<p><b>Human Resources Guidance, Advise and Support</b></p> <ul style="list-style-type: none"> <li>● Act as an advisor and internal consultant to managers and staff within the Office in relation to HR matters, organisation changes, workforce issues, compensation, benefits as well as other terms &amp; conditions of employment.</li> <li>● Communicate effectively to staff the organisation's policies, procedures and responsibilities that form a part of their employment relationship. Update staff as appropriate on relevant information pertaining to any changes in personnel procedures which they may be affected by.</li> </ul>	15%

<ul style="list-style-type: none"> <li>• Provide support and guidance on matters such as best practice in relation to staff management and handling corrective action/disciplinary matters when required.</li> <li>• Provide input and assist with the creation of policies, procedures, and processes to improve efficiency and effectiveness. Monitor the implementation of policies to ensure general welfare of employees within the Office.</li> <li>• Provide positive employee relations and where necessary arrange for outplacement support/counselling.</li> <li>• Liaise with the CEO and Chief Operating Officer (COO), in relation to appeals, complaints and grievances made by staff or members of the public.</li> <li>• Performing internal reviews and checks as appropriate, including researching, analysing and drafting responses to audit queries, FOI requests and other HR related inquiries.</li> <li>• Produce reports as required on matters such as retirement, resignations, promotions, and manpower utilisation forecasts to ensure that the workforce information is accurate and monitored.</li> </ul>	
<p><b>Strategic HR Functions</b></p> <ul style="list-style-type: none"> <li>• Partners with the leadership team to understand and execute the Office’s human resource and talent strategy and business needs, not limited to succession planning initiatives and training programs, which identifies/supports key employees.</li> <li>• Identify legal requirements and government regulations affecting the HR function. Research and monitor HR trends and best practice with the aim of developing and updating current systems and tools.</li> <li>• Manage, monitor, and evaluate remuneration systems to support employee retention, and provide recommendations on methods to improve staff morale, engagement and teamwork.</li> </ul>	10%
<p><b>Office Administration</b></p> <ul style="list-style-type: none"> <li>• Oversee and manage the purchasing and budget allocation of office and kitchen supplies, office equipment and furniture, and other supplies/equipment for the Office.</li> <li>• Primary liaison for operational contract management including office and equipment leases, janitorial services, equipment servicing, security services, etc.</li> <li>• Ensure all capital assets are tagged and relevant paperwork is submitted to Accounts for proper financial recording.</li> <li>• Management of OfReg’s vehicle fleet ensuring vehicles receive regular maintenance and are properly licensed and insured.</li> <li>• Review and update the Office’s Crisis Management / Business Continuity Plans and updates employees about the plan in order to mitigate risks and ensure the safety and integrity of the employees and the business.</li> <li>• Participate in the preparation for and execution of the Office’s Disaster Preparedness Plan.</li> <li>• Manage the onboarding and off boarding of staff to ensure appropriate resources are allocated to new hires/transfers and all OfReg assets are returned upon staff departures.</li> </ul>	15%

<p><b>Leadership, Management and Oversight</b></p> <ul style="list-style-type: none"> <li>• Interact and coordinate with executive members and other senior managers and to assign resources in line with organisational priorities.</li> <li>• Manage the work of the administrative team ensuring administrative obligations are executed timely.</li> <li>• Proactively develop, coach and mentor administrative staff in the performance of their respective roles.</li> <li>• Identify skills gaps and development needs for team members and ensure appropriate training, coaching and talent development.</li> <li>• Assess departmental needs for submission of forecast and budget projections.</li> <li>• Assist with special projects and other HR related matters in conjunction with the Office's Senior Management team.</li> <li>• Perform any other duties which may be assigned from time to time.</li> </ul>	<p>20%</p>
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All duties and requirements listed in this job description are essential functions of the role. This job description in no way states or implies that these are the only duties to be performed by the post holder occupying this position. The post holder will be required to follow any other job-related instructions and to perform any other job-related duties at the request of the COO.

### **1.5. Assignment & Planning of Work**

The work of the HROM is generated by the COO and is identified through an annual business plan. The post holder, in collaboration with the executive management team, will assist in the development of the annual business plan for the Office.

The post holder has significant autonomy in determining how the relevant work is accomplished in consultation with the COO. The HROM is required to work with minimum supervision and is expected to plan and prioritise their own work to meet all deadlines. The HROM must anticipate and promote change, respond innovatively and effectively, and pursue initiatives to conclusion. The post holder is required to demonstrate a high level of initiative, in respect of dealing with any issues that may arise from time to time.

### **1.6. Supervisory Responsibilities & Key Working Relationships**

The HROM operationally leads/manages two (2) staff members to include work allocation/delegation, monitoring and approving work, performance management, training and mentoring, and leave management. Indirectly, the postholder advises other managers.

The post holder is expected to have a daily working relationship with all OfReg employees, interns, and consultants. In addition, the post holder will also have a working relationship with Central Government, other Authorities and Government Companies.

## 1.7. Decision Making Authority & Controls

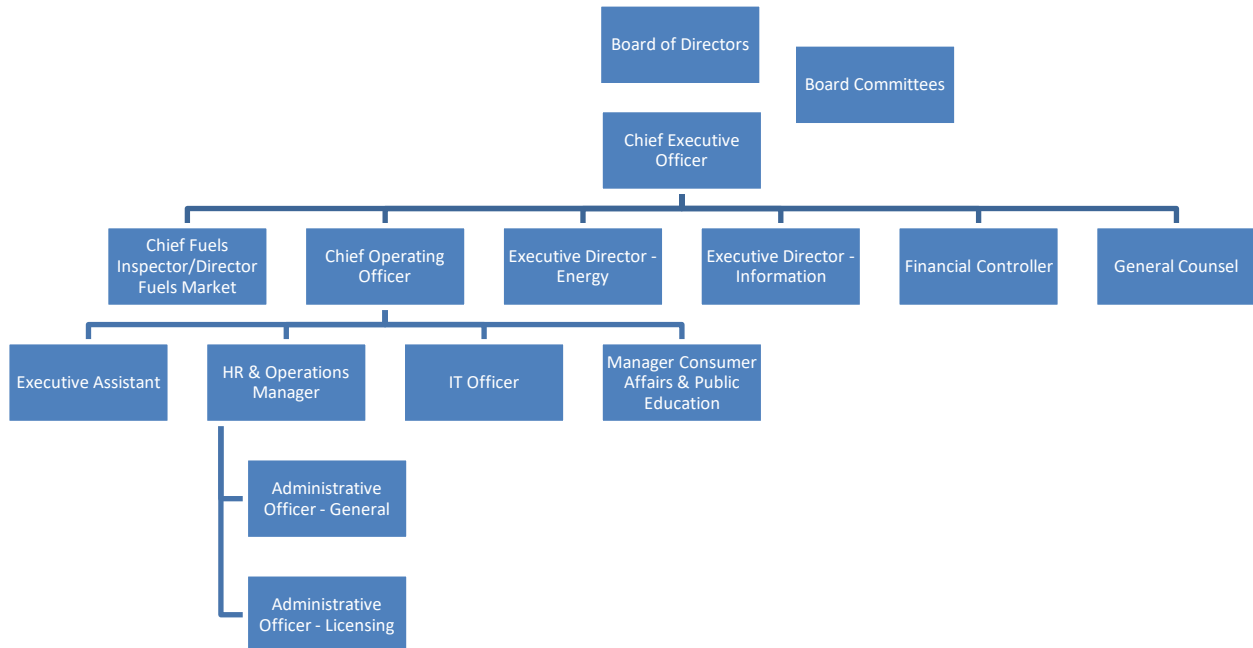
The post holder has full authority to make decisions that are human resources and operational in nature, subject to final approval by the COO.

Authority to approve expenditures related to their budget, including payments to contracted consultants operating under their purview in accordance with the procurement policy. The post holder has delegated responsibility for an operational budget of CI\$2 million per annum.

## 1.8. Working Conditions

Normal office working conditions apply, with a flexibility to work outside the normal working hours of 8:30am – 5:00pm if needed. A considerable amount of time will be spent viewing a computer.

## 2. THE TEAM



## 3. PERSON SPECIFICATION

### 3.1. Person Overview

The Human Resources & Operations Manager works cohesively on administrative and information management tasks that often require higher-level thinking, while liaising with persons from all levels internal and external to OfReg. The post holder must have strong relationship management and interpersonal skills to necessitate being able to provide advice and guidance to employees and managers from different cultural backgrounds and professional levels. As an HR advisor the HROM must objectively advocate for the employee or employer as the situation dictates. The HROM is a seasoned HR professional capable of

managing in a highly charged and dynamic environment of highly technical staff and stakeholders, requiring expeditious decision making to fulfill the objectives of the Office.

### **3.2. Education and Qualifications**

The post holder must have:

- A Bachelor's degree in Human Resource Management, Business Administration, or a related field.
- A post graduate degree in training, development, and/or diversity would be an advantage.
- A recognised human resource management qualification (Certificate in HRM, PHR, CHRP, SHRM) is desirable.

### **3.3. Experience**

The post holder must have:

- A minimum of seven (7) years' progressive experience in human resource management.
- At least three (3) years of supervisory experience.
- Proven experience in designing human resources practices and programme development.
- Working knowledge of Cayman Islands employment laws and regulations is essential and knowledge of the acts related to public service would be an asset.

### **3.4. Skills & Abilities**

The post holder must:

- Possess excellent written and oral communication skills and the ability to relate and communicate with people at varying levels.
- Have the ability to interpret and apply laws, regulations, policies and procedures that affect the HR functions; excellent research and analytical skills.
- Sound understanding of recruitment and selection best practices in human resources.
- Effective project management, organisational, and presentation skills including the ability to delegate and motivate.
- Be proficient with varied computer systems and products including Microsoft Office, Human Resources Information Systems (BambooHR or similar), and associated business and productivity tools and applications.
- Have strong attention to detail and an ability to meet deadlines.
- Be able to remain politically neutral in their work.
- Display astuteness and initiative, with the ability to think 'outside the box' and possess the highest degree of professionalism and confidentiality.

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This job description and person specification is a guide to the minimum requirements of the role and is not intended to restrict activities that will contribute to the growth and success of the organisation. The duties and requirements contained within may be reviewed and amended, in consultation with the post holder, considering any organisational development within OfReg.



By signing below, I agree that this is an accurate description of my role / intended role. I understand that I am employed to carry out the duties listed in the job description, and that these duties may, from time to time, change in line with the changing and evolving nature of the Office and its role.

**AGREED BY**

\_\_\_\_\_

Jobholder

Date: \_\_\_\_\_

\_\_\_\_\_

Chief Executive Officer

Date: \_\_\_\_\_