



DIRECTOR: HR CLIENT SERVICES

HR Client Services Human Resources

The Human Resources (HR) department at UCT is seeking to fill the post of Director: HR Client Services. This position has strategic oversight for HR Client Services which gives effect to the UCT HR client-centric service model. This model positions the client as the heart of the HR service offering with HR Client Services being at the coal-face of providing the service.

Applications for this position are invited from candidates with a strategic outlook and experience in managing a large scale HR service. The incumbent must have the ability to provide on-site direction and guidance and be able to transform the service and its staff through coaching, skills development and change management.

Requirements include:

- A relevant Honours Degree (NQF8), preferably in HR or a related field
- A minimum of 9 years' relevant knowledge and experience in HR, of which a minimum of 5 years should be at a senior management level in a large scale, complex HR generalist environment
- Experience in a unionised environment
- Experience in leading, through change and knowledge of change management principles and methodologies, in a complex environment
- Relevant experience in resource, project and change management
- Excellent client, service and people orientation
- Good working and theoretical knowledge of current legislation, policies governing HR practice and industry best practice
- Experience in creating effective communication platforms to drive effective service delivery
- Coaching and facilitation experience

Advantageous

- Demonstrated familiarity with the Higher Education landscape

Responsibilities Include:

- Accountable for implementing, leading and managing the overall provision of a value-add, HR client-centric service
- Pro-actively lead and ensure consistent implementation of HR initiatives, policies and procedures across UCT
- Engage with clients (including unions) and HR specialists to ensure cohesion and an effective HR service as well as ensure clarity between the roles of the generalists and specialists within the department
- Apply a structured change management approach in order to develop a set of actionable and targeted change management plans, including a communication plan, coaching plan, training plan and resistance management plan
- Be an active visible leader, manager and coach to the HR Client Services Managers
- Prepare and manage the annual budget for the HR Client Services function in the context of university-wide austerity measures
- Develop and build effective relationships with internal and external stakeholders (including unions)
- Implement an effective communication platform that ensures service which is pro-active, timeous, transparent and which provides clear direction to the clients and HR staff

The annual cost of employment for 2018, including benefits is between R921 005 and R1 083 535.

To apply, please e-mail the below documents in a **single pdf file** to recruitment02@uct.ac.za:

- UCT Application Form (download at <http://forms.uct.ac.za/hr201.doc>)
- Cover letter, and
- Curriculum Vitae (CV)

Please ensure the title and reference number are indicated in the subject line.

An application which does not comply with the above requirements will be regarded as incomplete. Only shortlisted candidates will be contacted. These candidates may be required to undergo a competency test.

Telephone: 021 650 5429

Website: www.hr.uct.ac.za

Reference number: E18223

Closing date: 3 June 2018

UCT is committed to the pursuit of excellence, diversity and redress in achieving its equity targets. Our Employment Equity Policy is available at <http://www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf>

UCT reserves the right not to appoint.