

| <b>JOB DESCRIPTION FORM</b>                                |   |
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| <b>Job title:</b>  | HR Officer: Labour Relations  |
| <b>Division/Department:</b>                                | Corporate Services <b>Patterson Grade:</b>  |
| <b>Date Prepared:</b>                                      | 06-06-2018  |
| <b>Overall Purpose of the Job:</b>                         | To render sound labour relations to minimize conflict, increase productivity and efficiency and to establish and maintain good and fair labour relation practices within JOSHCO. In addition the Human Resource Officer will primarily be responsible for ensuring employee compliance with JOSHCO HR Policies and Procedures.  |
| <b>Position Size Parameters:</b>                           | <i>No direct reports</i>  |
| <b>Organisation structure and Reporting Relationships:</b> | <b>Reports to:</b> HR Manager: Administration and Employee Relations  |
| <b>Qualifications and minimum requirements</b>             | <ul style="list-style-type: none"> <li>◆ A Valid Matric Certificate</li> <li>◆ A Degree or National Diploma in Industrial/Labour Relations or Human Resource Management or equivalent</li> <li>◆ At least 3 years relevant experience as a Labour Relations Officer or working in the Labour Relations environment</li> <li>◆ Knowledge of Labour legislation and the Codes of Good Practice</li> <li>◆ Knowledge of Mediation, CCMA, Bargaining Council and Trade union meeting proceedings</li> <li>◆ Excellent knowledge regarding the relevant Legislation:-               <ul style="list-style-type: none"> <li>○ Labour Relations Act</li> <li>○ Basic Conditions of Employment Act</li> <li>○ Equity Employment Act</li> <li>○ Codes of Good Practices</li> </ul> </li> <li>◆ A valid driver's license</li> <li>◆ Sound understanding of change and diversity management</li> <li>◆ Ability to implement and advise on HR and/or LR Policies and procedures</li> <li>◆ Good verbal &amp; written communication skills.</li> </ul> |
| <b>Internal and External Relationships/Contacts:</b>       | Relationship with other departments, managers and staff, Relationship with service providers, Union Representatives   |
| <b>Key Performance Areas:</b>                              | <b>Finance Objectives:</b> <ul style="list-style-type: none"> <li>• Assist the HR Manager: Administration and Employee Relations in the development of unit's budget</li> <li>• Assist the HR Manager: Administration and Employee Relations in monitoring and reporting on expenditure against the approved budget.</li> </ul>   |
|  | <b>Customer Objectives:</b> <ul style="list-style-type: none"> <li>• Provide first level advice and support to managers on all matters relating sound labour relations.</li> <li>• Provides guidance to management in terms of assistance in dealing with employee misconduct and attendance issues by explaining the disciplinary systems, contractual policies or benefits and grievance procedures.</li> <li>• Continually monitor the climate within and outside the organization to enable</li> </ul>  |

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|                              | <p>themselves to be in position to provide well considered advice to all stakeholders.</p> <ul style="list-style-type: none"> <li>• Support and advise Managers on the handling of disciplinary, grievance, capability and performance issues.</li> <li>• Ensure that a grievance procedure is in place and being implemented</li> <li>• Represent employer during disputes resolution process (conciliation and arbitration).</li> </ul>  |                         |  |
|                              | <p><b>Operational Objectives:</b></p> <ul style="list-style-type: none"> <li>• Advise management on the proper procedure in handling disciplinary matters and related issues.</li> <li>• Communicate proactively and work with departmental managers to resolve employee concerns and issues, and identify administrative needs that occur on a routine basis</li> <li>• Provide Labour Relations advice and train Line managers in the overall effectiveness of the Disciplinary and Grievance procedures.</li> <li>• Serve as a secretary for Local Labour Forum / Labour Management Forum</li> <li>• Ensure healthy working relationships and engagement with the relevant recognized Trade Unions.</li> <li>• Develop, implement, monitor and review relevant Labour Relations policies, procedures and systems.</li> <li>• Analyse data and trends and make recommendations to management to mitigate risks.</li> <li>• Competently represent the JOSHCO at the CCMA, Bargaining Council and other related statutory bodies.</li> <li>• Facilitate, coordinate and implement JOSHCO's Employment Equity Plan.</li> <li>• Assist with the development /refinement of policies and procedures, in line with key areas of responsibility</li> <li>• Assist with HR audit</li> <li>• Handle general HR-related queries</li> <li>• Any other duties, as assigned by the HR Manager, in line with the role</li> </ul> |                         |  |
|                              | <p><b>People Objectives:</b></p> <ul style="list-style-type: none"> <li>• KPA's are understood and achieved</li> <li>• The values of JOSHCO are understood and lived</li> <li>• Performance is constantly improved</li> <li>• New developments in the industry are understood and embraced</li> </ul>  |                         |  |
| <b>Key Performance Area</b>  | <b>Related Specific Outcome</b>  |                         |  |
| <b>1. Employee Relations</b> | <ul style="list-style-type: none"> <li>• Co-ordinate all external referred disputes i.e. Labour Court, CCMA and Bargaining Council.</li> <li>• Advise management on disputes and facilitate the process of obtaining mandate with regards to the handling of disputes.</li> <li>• Arrange and collate background information on disputes.</li> <li>• Conduct preliminary investigations and compile background reports for submission to Exco, Board and Shareholder.</li> <li>• Research relevant case law, liaise with labour experts and compile case reports in preparation of disputes for either arbitration and CCMA or Bargaining Council.</li> <li>• Together with the HR Manager: Administration and Employee Relations represent JOSHCO if needed or assist JOSHCO to appoint qualified representatives with</li> </ul>   |                         |  |

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|  | <p>regards to labour disputes.</p> <ul style="list-style-type: none"> <li>• Coordinate the functioning of the Local Labour Forum / Labour Management Forum.</li> <li>• Ensure formal engagement between labour and employer for purposes of consultation and negotiation.</li> <li>• Provide advice to Management, staff and unions on labour related matters and evaluate policies and procedures in line with labour legislation.</li> <li>• Build and maintain constructive relationships with unions, management and staff.</li> <li>• Monitor and give advice with the handling of disciplinary hearings/incapacity hearings.</li> <li>• Conduct preliminary investigations to establish the need for formal disciplinary procedures to be proceeded with.</li> <li>• Implement and maintain strike contingency plans.</li> <li>• Keep record of daily Labour Relations related activities, update records and files to maintain a database of labour matters interests for the purpose of employee selection, placement, and promotion.</li> </ul> |                         |  |
| <b>2. Employment Equity and Worker Forums (EE)</b> | <ul style="list-style-type: none"> <li>• Participate in the recruitment and selection process from its initial stages to completion, including: <ul style="list-style-type: none"> <li>○ Attend all committee meetings and interviews</li> <li>○ Assist in developing interview questions and criteria for reviewing applications</li> <li>○ Participate in the selection of candidates to be interviewed conduct</li> <li>○ Prepare and submit EE report</li> </ul> </li> <li>• Drive initiatives, as envisioned in the EE Plan, to completion by the planned due date</li> <li>• Manage all Employment Equity (EE) data management and annual reporting</li> <li>• Work with the HR Manager to implement initiatives driven by the EE Forum and to prepare information as required by the Forum</li> <li>• Act as HR representative for the EE Forum in the absence of the HR Manager</li> <li>• Amend the EE Policy, as appropriate</li> </ul>  |                         |  |
| <b>3. HR Policy and Procedures</b>                 | <ul style="list-style-type: none"> <li>• Monitor, review and evaluate all personnel policies and practices to ensure compliance with laws and regulations;</li> <li>• Ensure compliance with related HR policies and procedures.</li> <li>• Provide advice and guidance on annual leave queries.</li> <li>• Assist in the review and development of new and revised employment policies and procedures relevant to current employment legislation that actively supports the aims of the organisation as a whole.</li> <li>• Keep up to date both personally with changes and developments in Human Resources policies, best practice and employment law.</li> <li>• Advise management and employees of their rights and obligations in personnel matters and employee evaluations.</li> <li>• Ensure compliance with relevant collective agreements.</li> <li>• Coordinate and facilitate Labour Relations Training.</li> </ul>   |                         |  |

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| <b>Key Competencies</b>  | <b>GENERAL and SPECIFIC SKILLS:</b> <ul style="list-style-type: none"> <li>• Communication</li> <li>• Relationship Management</li> <li>• Teamwork</li> <li>• Facilitation</li> <li>• Conflict Management</li> <li>• Deadline driven</li> <li>• Excellent interpersonal skills</li> <li>• Excellent written and verbal communication</li> <li>• Customer service</li> <li>• Drive and integrity</li> <li>• Administration</li> <li>• Minimum supervision</li> </ul> | <b>TECHNICAL KNOWLEDGE AND SKILLS</b> <ul style="list-style-type: none"> <li>• Conduct surveys</li> <li>• Labour legislation</li> </ul> | <b>ATTRIBUTES</b> <ul style="list-style-type: none"> <li>• Emotional control</li> <li>• Persuasion</li> <li>• Assertiveness</li> <li>• Interpersonal Skills</li> <li>• Attention to detail</li> <li>• Adaptability and flexibility</li> <li>• Situational sensitivity</li> <li>• Innovative and proactive nature</li> </ul> |
| <b>Agreed by Job Holder</b>  | <i>Name printed</i>  | Signature:  |   |
| <b>Approved by Immediate Line Manager</b>  | <i>Name printed</i>  | Signature:  |   |
| <b>Approved by Divisional Executive or CEO</b>   | <i>Name printed</i>  | Signature:  |   |
|  |  |   |   |
| <p><b>No job description can be all embracing. The above statements are intended to describe the general nature of work being performed by incumbent. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. In addition, if required, a job holder may be allocated to other temporary duties, provided these are in keeping with his/her status and experience.</b></p> |  |   |   |