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| **Role title:** | People and Culture Adviser (South Africa) | **Responsible to:** | People Policy and Advice Lead |
| **Division:** | People and Culture | **Department:** | Policy and Advice |
| **Direct Reports and Level:** | N/A | **Scope:** | Policy and Advice – South Africa |
| **Scale:** | N/A People  N/A Budget  N/A income |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement | **Role Family** | Group Corporate Functions |

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| **Overall Role Purpose** |
| The People and Culture Adviser will deliver an efficient and effective employee relations, recruitment support, administration and advisory service to leaders in South Africa, ensuring effective engagement with colleagues and that management of all people related issues are consistent with internal policies, processes and legal requirements, to ensure the business remains compliant and within agreed People risk appetite. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Support the development and delivery of the People and Culture strategy to plan, cost and quality * Promote positive employee relations at all times and champion a community environment which enables the diversity agenda, wellbeing of our colleagues and builds our reputation in the market place as a positive employer brand * Support assigned People & Culture projects affecting MPS wide and roll out other projects/initiatives within MPS ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment * Support the annual and monthly HR processes (salary, bonus, moderations) engaging with business leaders to ensure understanding and completion in line with governance forums timeframes * Support the administration of people tasks relating to employee relations, recruitment, payroll and benefits, training and development, maintenance of the HR systems are processed, distributed and recorded in a timely and accurate manner in accordance with the agreed protocols and service levels. | * Corporate Strategic priorities Vs plan * Division Plan delivery Vs plan * Delivery of projects to plan |
| **Financial**   * Ensure that all spend is managed within organisation policy reporting on variance to budget to the People and Culture leadership team * Produce insight and analysis from people metrics and organisational data sources to inform business decisions and actions which results in a measurable improvement in business performance and people metric trends | * Operational budget Vs Plan |
| **Member**   * Monitor and provide robust challenge of emerging people risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security. | * Net promoter score * Stakeholder feedback |
| **People**   * Take accountability for own CPD, training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes. * Coach leaders across the MPS divisions to improve their leadership capability to create a high performing, engaged and diverse teams. * Contribute to positive employee relations and champion a community environment which enables the diversity agenda, wellbeing of our colleagues and builds our reputation in the market place as a positive employer brand * Deliver training and development programmes to create a high performing, engaged and diverse team. | * Compliance with Training and Competence Schemes * Delivery of Personal Development Plan to plan * One to one / performance review meetings Vs Plan |
| **Risk**   * Identify and report risks and issues identified within People and Culture Division and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. * Contribute to the design and implementation of an effective People Policy framework which supports effective People risk management across the business, ensuring that all people policies and practices are fair and transparent and in line with the values of the organisation * Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable) * Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection, IT security and all those contained within the employee policies and procedures | * Risk & Control Self- Assessments * Audit Actions |

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| **Responsibilities (RACI)** |
| * As the HR landscape continually changes, keep abreast of evolving legislation and best practice; recommend opportunities for MPS to become more efficient and effective in People and Culture practices. * Maintain understanding of HR best practice in order to promote high performance, coach and develop other members of the People & Culture department and demonstrate values and behaviours in accordance with company standards. * Work with the People and Culture teams such as recruitment and people services to ensure an efficient, consistent and timely service for colleague in MPS * Build a strong internal and external network to inform continuous professional development, and contribute thought-leadership on people policies and practice that will further enhance People and Culture’s contribution to business performance. * Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

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| **Key Governance Responsibilities** |
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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking |  |
| Building Capability in Self and Others |  |
| Influencing Others |  |
| Collaborating for Results |  |
| Leading Self and Others |  |
| Commercial and Risk Thinking |  |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Formal qualifications in a HR related discipline | * Demonstrate thought leadership in HR policy and procedures * High-energy work ethic, ability to establish vision, drive change and deliver results. * Excellent oral and written communication skills, including ability to influence and persuade * Ability to challenge constructively colleagues at all levels | * Detailed knowledge of human resources and employee relations approaches, methods and their application * Experience interpreting South African employment legislation, rules and industrial awards * Experience with policy development |
| **Desirable** | * Commercial understanding of MPS and its levers of successful business performance | * Use of people metric insight to inform people plans / decisions and actions | * Delivery of transformation change programmes |