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JOB RE-ADVERTISEMENT

Back Ground:

ACB Plc is a Christian Micro Finance Institution that started its operations in August 2006. It is licensed by the National Bank of Rwanda (BNR). Our vision is to be a leading Christian financial institution that contributes to holistic and sustainable development. Our mission is to bring holistic transformation into the community through quality financial services. Our values are quality service, transparency, integrity and accountability. We are committed to taking financial services closer to the people.

AMASEZERANO Community Banking (ACB Plc) is recruiting for a competent, qualified, dynamic and self-motivated individual to fill the following position:

Position: HR & Administration Manager

Number of positions: 1

Reports to: Director of Corporate Services

Opening date: 7th March 2025

Closing date: 20th March 2025

Responsible for ensuring the smooth operation of both human resources and administrative functions through recruiting, training, and developing staff to ensure the institution has a skilled and motivated workforce. Managing day-to-day office operations, facilities, and ensuring the smooth functioning of administrative tasks. Developing and enforcing HR policies, procedures, and ensuring the institution adheres to legal and regulatory requirements. Creating and maintaining a positive workplace culture, addressing employee grievances, and ensuring staff well-being.



Taking financial services closer to the people

Roles and Responsibilities of HR & Administration Manager:

- Oversee recruitment, hiring, and onboarding processes to ensure the right talent is hired;
- Develop and implement HR policies, procedures, and programs that align with organizational goals;
- Manage employee relations, addressing grievances, disputes, and fostering a positive work environment;
- Administer employee benefits, payroll, and performance management systems;
- Coordinate employee training and development programs to enhance skills and productivity;
- Ensure compliance with labor laws and regulations within the Bank;
- Manage office operations, facilities, and resources, ensuring efficient day-to-day administration;
- Oversee logistical support, including office supplies, equipment maintenance, and transportation;
- Handle communication within the organization and with external stakeholders, ensuring efficient flow of information;
- Maintain proper documentation of all bank official documentations, correspondences policies, records, memos and another necessary documents for audits and compliance purposes;
- Custody of the employees files and related documentation such as contracts and ensure properly kept and safe;
- Stay updated on relevant labor laws, microfinance regulations, and industry standards;
- Ensure the institution adheres to these regulations, with particular attention to employment law, compensation, and workplace safety;
- Prepare HR and administration reports for management, highlighting key metrics and performance indicators;
- Maintain accurate records related to employee performance, attendance, compensation, and other relevant data;
- Create and implement employee engagement initiatives to foster a motivated workforce;
- Encourage employee feedback and promote a culture of continuous improvement and collaboration.
- Administration of employee leaves by ensuring the leave plan is in place and properly implemented;

Skills and competences required:

- **Human Resource Management:** Knowledge of HR functions including recruitment, employee relations, performance management, compensation, and training.
- **Leadership:** Ability to lead teams, manage conflicts, and make strategic decisions that impact both HR and administrative functions.
- **Communication:** Excellent verbal and written communication skills, essential for interactions with employees, management, and external partners.
- **Problem-Solving:** Strong analytical skills to resolve HR-related issues and ensure the smooth operation of administrative functions.



- **Regulatory Knowledge:** A thorough understanding of local labor laws, industry-specific regulations, and compliance requirements for microfinance institutions.
- **Organizational Skills:** Ability to prioritize and manage multiple tasks efficiently, balancing HR responsibilities with administrative duties.
- **Technology Proficiency:** Familiarity with HR software, payroll systems, and office management tools (e.g., Microsoft Office Suite, HRIS systems).
- **Confidentiality:** Handling sensitive employee information with discretion and in compliance with legal requirements.
- **Cultural Awareness:** Understanding the socio-economic environment of the community the microfinance institution serves, to ensure HR practices are culturally sensitive.

Educational and experience Required:

- A Bachelor's degree in Human Resource Management, Business Administration, law or a related field is typically required. Master's degree in a related field is an additional value
- Three (3) years and above working experience in HR management, with a preference for experience in the financial services or microfinance sector.
- Experience in managing administrative tasks and overseeing office operations.
- Familiarity with local labor laws and microfinance regulations.

How to apply

The interested candidates should submit their application documents (Application letter, updated CV, Academic certificates, ID copy, current criminal record certificate and original church recommendation letter signed by your church Pastor) to the ACB Plc Head Office via company email amasezerano@acb.rw, not later than **20th March 2025** (03:00 pm).

Important Note:

ONLY shortlisted candidates will be contacted for interviews. If you do not hear from us within 2 weeks from the closing date, consider your application unsuccessful.

Done at Kigali, on 7th March 2025

Eraste NSENGIYUMVA
Managing Director

