



## We're hiring a Head of People!

As Head of People you will be responsible for helping to find, develop, motivate and retain the team at SnapScan as the company grows. You'll ensure that all staff understand how people-decisions get made and you will act as a champion for the company culture and employee wellness; feeding critical insights into the senior leadership team in order to drive necessary change, reform and communication flows. You will support the exco and team leads through coaching on team leadership, helping to resolve employee relations issues and managing programs that help develop staff. In this role you will be responsible for all human-resources related activities.

This position is a key strategic role in the company helping to grow the business and allowing us to build a unique and strong people-oriented culture at SnapScan.

This is a great opportunity if you're looking to join a dynamic Cape Town-based company. We've outlined what the position entails and what we're looking for below, but bear in mind that this is an agile and dynamic environment with a constantly changing set of challenges and opportunities.

If you are interested, please send your CV to [marin@snapscan.co.za](mailto:marin@snapscan.co.za)

### What you will do

- Supporting staff, managers and executives in all related areas and regions including: recruitment, performance management, compensation and rewards, staff relations, and people development
- Provide human resources support and consultation across the business on complex issues (mediation, complaint escalation, grievance reporting, disciplinary processes, bias and sensitivity training etc.)
- Handle policy/contract management, maintenance and disputes with employees
  - Interfacing and escalating to HR lawyers when needed
- Build relationships and implement effective feedback rituals (such as pulse checks, one-on-ones, forums, direct channels etc.)
  - Collate and bring this data to exco to help guide decision making, and allow the company to scale effectively and efficiently while preserving company culture and employee satisfaction as best as possible
- Provide leadership on people-related issues and policies across the company in collaboration with the exco
- Build communication structures at all levels in the company to support business development and change as well as build company alignment and cohesion

- Be a champion for employee wellness and company values
  - Plan and run activities to build company culture, cohesion, and engagement
  - Design, implement, and maintain/iterate processes and reward structures that are usable across the business as well as assist leaders and managers to design reward structures that are tailored to individuals in their teams
- Assist team leads in developing unified *and* customised onboarding & progress check-in processes for new joiners across all teams to ensure new joiners receive the necessary and thorough onboarding required to have the greatest opportunity for success in their roles
- Be proactive in iterating and perfecting all above pieces of work on an ongoing basis
- Ability to conduct all above-stated work in remote *and* in-person environments
- Over time, you may need to build, challenge and motivate your own team to deliver a complete human resources capability that can scale as the company grows
- Ensure that the business's HR function has all of the relevant documentation and processes in order to run efficiently and effectively. This includes ensuring that policies are in place as well as that there are processes that outline key HR functions (e.g. Hiring, Performance, Onboarding etc).
- Ensure everyone in the business has job profiles and that these are signed and stored in an employee folder. Review and update them annually, or as and when needed, based on organisational change, growth and role availability.
- Evaluate the workforce and determine if there are any skills gaps and whether there are enough people to complete the volume of work required. This will likely require liaising with the different leaders in the business to understand how their team is doing capacity-wise.
- Develop & manage the recruitment & selection process end-to-end, from reaching out to candidates and/or recruiters, interviews, technical assessments to assisting Managers with making final decisions.
- Once immediate vacancies are filled, build a pipeline of potential candidates so as to ensure that there is a talent pool the company can tap into when required.
- Act as a custodian for the performance process. Ensure that all employees have performance metrics & on an ongoing basis, have a view of performance across the business – this means liaising with key people and teams to understand if there are any performance issues.
- Compile performance review reports which include current evaluations. Use this to advise the management team on the overall performance of all employees within the business. This information is also valuable to decide on bonus and increase allocation.

## Who you are

This role requires a unique set of skills and attributes. All people are different, but we believe that if the following describes you, you will be well suited for this position:

- 5+ years as a HR/Industrial Psychologist business partner or relevant experience working in a fast paced environment (preferably in a tech or fintech environment)
- Hold a relevant degree or equivalent practical experience with proof of HR related qualifications and experience in best practice

- Passionate about people
- Experience in leading or managing coaching and career advancement programmes
- Exceptional interpersonal skills and conflict management experience
- You are self-motivated and don't need to be directly managed
- You have good verbal and written communication skills
- Experience with remote facilitation beneficial but not required

For more information on the company, have a look at

<https://www.offerzen.com/companies/snapsan>