

Head of People & Culture

Reports To

General Manager, General Support Services

Direct Reports

People & Culture Team | General Administration | PC & Admin Team

ROLE PURPOSE

The Head of People & Culture is responsible for building and sustaining a high-performance, engaged, and compliant workforce at NeraSol. The role shapes the full employee experience — from attraction and recruitment through to development, performance management, and offboarding — while ensuring NeraSol's people practices are aligned with group HC standards, applicable labour legislation, and the organisation's cultural values.

KEY RESPONSIBILITIES

Talent Acquisition & Workforce Planning

- Lead NeraSol's end-to-end recruitment processes, attracting talent that aligns with technical requirements and cultural values.
- Develop and execute workforce planning strategies to ensure NeraSol has the right skills in the right roles.
- Build NeraSol's employer brand to position it as an employer of choice in the technology sector.

Learning, Development & Performance Management

- Design and implement a structured performance management framework including goal-setting, mid-year reviews, and annual appraisals.
- Develop and deliver learning and development programmes that build both technical and leadership capability.
- Manage succession planning and career development frameworks for high-potential employees.

Employee Relations & Engagement

- Foster a positive, inclusive, and values-driven culture across NeraSol.
- Manage employee relations matters including disciplinary processes, grievances, and conflict resolution in full compliance with applicable laws.
- Develop and execute employee engagement initiatives, measuring and acting on employee feedback.

HR Compliance & Administration

- Ensure compliance with all applicable labour laws, statutory obligations, and Jospong Group Office HR policies.

- Maintain accurate and up-to-date employee records, contracts, and HR documentation.
- Oversee payroll inputs, benefits administration, and general HR administration through the PC & Admin Team.

General Administration

- Oversee general administration and office management functions to ensure the smooth day-to-day operation of NeraSol's facilities.
- Manage the Admin Team in delivering efficient administrative support across all NeraSol functions.

QUALIFICATIONS & EXPERIENCE

- Master's degree in Human Resources, Organisational Psychology, Business Administration, or related field.
- Professional HR certification (SHRM, CIPD, IHRMP, or equivalent) preferred.
- At least 10 years of HR experience, with at least 3 years in a senior HR leadership role, preferably in a technology company.
- Strong knowledge of applicable labour law and HR compliance requirements.

KEY COMPETENCIES

- Talent Management and development
- Employee Relations and Culture Building
- HR Compliance and Employment Law
- Organisational Development
- Data-driven HR Decision-making
- Administrative Oversight