



Corporate Compensation and Benefits Manager - ref.CCBM/T

Department: Human Resources

Reporting to: HR Director

Assignment Summary

The Compensation and Benefits Manager, as a member of the corporate HR department, fulfils a support function within the organisation and is responsible for developing, implementing and administering the company rewards and benefit policies, including salaries and bonus programmes, on an international level.

Description of Role and Objectives

The primary objective is to devise, implement and support the company compensation and benefits strategies and programs so as to ensure that competitive and market-led compensation and benefits programs are in place to attract and retain talent globally.

This will be achieved by effective business execution and leadership including but not restricted to the following key responsibilities:

- Designing and managing the organization's salary structure and compensation policy to ensure competitiveness and relevance to the organization's needs.
- Developing and rolling out compensation and benefits initiatives/projects.
- Analyzing compensation policies, government regulations, and prevailing wage rates to develop competitive compensation plan.
- Partnering and communicating closely with Country Managers and Area HR managers to deliver appropriate reward solutions and policies in line with business needs and strategies.
- Partnering and communicating closely with in-country HR team in the execution of Compensation & Benefits programmes.
- Benchmarking reward policies and processes against industry practices.
- Monitoring company's salary structure and benefits provision to ensure a balance between control of costs and attracting and retaining staff.
- Administering, directing, and reviewing employee benefit programs, including the integration of benefit programs following mergers and acquisitions.
- Reviewing and monitoring effectiveness of compensation and benefits processes and programs on an on-going basis.
- Designing and delivery of performance management system to strengthen the link between performance and pay/ progression as well as to provide clarity on performance criteria for performance and potential assessment.
- Providing expertise, guidance and support on matters related to Compensation & Benefits to all internal stakeholders.
- Preparing and distributing written and verbal information to inform employees of benefits, compensation, and personnel policies.



- Managing the design and development of tools to assist employees in benefits selection, and to guide managers through compensation decisions.
- Preparing detailed job descriptions and classification systems and define job levels and families, in partnership with other managers.
- Build and foster a culture of employee engagement.

Qualifications/Experience

To qualify for this role you must ...

- Hold a university degree or equivalent higher qualification in Economics, or Business Management, preferably with a Masters Degree in HR/ or in Finance.
- Have a minimum of 6-8 years experience as a Compensation and Benefits Manager with extensive experience in compensation and benefit plan design and delivery, with ability to define problems, collect data, establish facts and draw valid conclusions.
- Have experience in multi-national organisations in the service industry with exposure to global knowledge of compensation design / trends.
- Have very strong documentation skills
- Have excellent communications skills
- Have strong analytical skills
- Have very good knowledge of MS office packages, including excellent Excel skills.
- Be fluent in written and spoken English.
- Have worked in a performance driven environment before.

It will help if you:

- Have a good background in finance and statistics.
- Have worked for a CRM outsourcer, Collections Company or a provider of Contact Centre solutions.
- Have Project Management knowledge (techniques and methodologies).

Personality Profile

To be successful in this role you must ...

- Be self-motivated and commercially minded.
- Have excellent and open leadership style.
- Enjoy/thrive on autonomy and be results focused.
- Be a people person with excellent communication skills.
- Be highly motivated and prepared to work hard.
- Have high personal energy and enjoy a lively environment.
- Be highly flexible and able to travel.
- Be innovative and welcome change/improvements.
- Have strong problem solving skills.