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Terms of Reference

Position Title: Senior Human Resource Officer

Department: Human Resource Unit under General Administration Development (GAD)

Reporting Line: Reports to Chief Executive Officer (CEO) & Deputy CEO

Works closely with: All Departments, Units and Branches

1. Job Description

The People & Culture officer is responsible for planning, developing, and managing the organization's workforce in line with institutional goals and policies. It oversees recruitment, onboarding, payroll and compensation, attendance and leave management, performance appraisal, training and capacity building, and employee relations. This role ensures compliance with internal policies, labor laws, and audit requirements, maintains accurate and confidential HR records, supports staff well-being and professional development, and provides timely reporting and guidance to management to promote an efficient, motivated, and compliant workforce across Head Office and branches.

2. Specific Duties and Responsibilities

A. Company Compact & KPI Management

- Coordinate the preparation, dissemination, and monitoring of Company Compacts and KPIs for all RMF staff.
- Support supervisors and Management in KPI setting, tracking, mid-term reviews, and annual performance evaluations.
- Maintain a central repository of approved KPIs and performance records, ensuring timely updates and accurate reporting.

B. Payroll, Compensation, Attendance & Leave Administration

- Prepare, verify, and maintain accurate monthly payroll and salary statements in line with approved policies and structures.
- Review, verify, and process DSAs and other staff compensation claims in accordance with RMF policies and procedures.
- Monitor and consolidate attendance records and administer staff leave in line with approved policies and SOPs.



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- Generate periodic payroll, attendance, and leave reports and ensure compliance with internal procedures and timelines.

C. HR Policy, Labor Law & Regulatory Compliance

- Provide guidance and advisory support to staff and supervisors on HR policies, procedures, and code of conduct.
- Ensure HR practices comply with internal policies, Labor & Employment laws of Bhutan, and relevant regulatory requirements.
- Support Management in identifying, addressing, and correcting policy deviations and compliance gaps.

D. HR Records, Documentation, Systems & Information Management

- Prepare, maintain, and update employment contracts, personal files, and official HR records.
- Ensure accuracy, confidentiality, integrity, and security of employee data and records at all times.
- Maintain an organized filing system (physical and digital), including SharePoint or other approved platforms, with proper version control and access control.
- Support staff and Management in accessing HR information through official and secure channels.

D. Human Resource Planning, Recruitment Support & Budget Coordination

- Coordinate workforce planning and staffing requirements in consultation with supervisors and Management.
- Support recruitment planning, manpower forecasting, and staffing budget preparation.
- Assist in the preparation and monitoring of HR-related budgets, including recruitment, training, and staffing costs.

E. Learning, Development, Engagement & Well-being

- Coordinate staff training programs, workshops, onboarding, orientation, and professional development initiatives.
- Maintain training records and support evaluation of training effectiveness and impact.



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- Support staff engagement, well-being, and workplace culture initiatives to improve performance and retention.

F. HR Communication, Reporting, Grievance Handling & Employee Relations

- Prepare and submit accurate and timely HR reports to Management and relevant stakeholders.
- Respond to staff queries related to HR policies, benefits, and procedures in a professional and timely manner.
- Handle staff grievances, support investigations, and recommend appropriate actions in line with policies and procedures.

G. Audit Coordination, Risk Control & Continuous Improvement

- Support internal and external audits related to HR functions and records.
- Track audit observations and support timely implementation of corrective and preventive actions.
- Propose and support improvements, including automation, digitization, and process enhancements, to strengthen HR systems and service delivery.

H. Personal Conduct, Professional Standards & Continuous Development

- Maintain punctuality, attendance, and conduct in accordance with RMF's policies and SOPs.
- Demonstrate professionalism, integrity, confidentiality, and ethical behavior in all duties.
- Pursue continuous professional development and apply new knowledge and best practices to improve HR operations.

3. Qualification & Experience Requirements

Education:

- Minimum Bachelor's degree in Human Resources or a related field with minimum of 60% aggregate.
- Minimum of 60% in Class XII & Class X

Experience:



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- Minimum 5 years of progressively responsible experience in HR field is highly desirable.

4. Core Competencies

- Strong organizational and time-management skills
- Ability to manage multiple tasks and prioritize effectively
- Proactive approach to identifying and resolving human resource issues
- Ability to support and respond to the needs of other departments efficiently
- Excellent written and verbal communication skills
- Ability to interact effectively with staff at all levels and with external stakeholders
- Ability to identify human resources problems and recommend practical solutions
- High level of accuracy and attention to detail in documentation, records, and coordination tasks
- Strong commitment to maintaining confidentiality of sensitive information
- High standards of integrity, ethics, and professionalism

5. Working Conditions & Special Requirements

- Ability to work under pressure and manage multiple priorities.
- Strong commitment to RMF's mission, values, and development mandate.
- Demonstrated ability to work collaboratively across departments.
- High level of discretion in handling sensitive institutional information.

Work Schedule & Operational Flexibility

The position is primarily based on the company's normal working hours; however, to meet operational, business, or institutional requirements, the officer may be required to work beyond regular office hours, including on weekends or public holidays, when reasonably asked by the CEO or Management. Such requirements shall be based on organizational needs and shall be managed in a fair and reasonable manner in accordance with RMF's policies and practices.

6. Key Performance Areas & Management

The People and Culture Officer's performance shall be evaluated through a structured KPI-based performance management framework, covering, among others:

- Lead and administer RMF's performance management system, including Company Compacts, KPIs, appraisal cycles, and performance reporting.
- Ensure accurate, timely, and compliant payroll, compensation, attendance, and leave administration.



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- Maintain full compliance with HR policies, Bhutanese labor laws, and regulatory requirements, and support management in closing compliance gaps.
- Safeguard HR records, employee data, and information systems with high standards of accuracy, confidentiality, and audit readiness.
- Support workforce planning, recruitment coordination, HR budgeting, and staff development initiatives aligned with organizational priorities.
- Strengthen HR governance through effective communication, audit coordination, grievance handling, and continuous improvement of HR systems and processes.

7. Final Performance Evaluation Rating

The Final Performance Score (100%) shall be calculated as:

Final Score = Quantitative Score (60%) + Qualitative Score (40%)

The final score shall be used to determine:

- Performance certification & Incentive eligibility
- Leadership assessment and career progression considerations

8. Remuneration and Benefits

The salary and benefits for this position shall be determined in accordance with RMF's approved pay scales and shall be governed by the RMF Internal Service Rules and relevant HR policies in force from time to time.

9. Employment Type

Regular

10. Amendment & Review Clause

The 'Terms of Reference' for People & Culture Officer may be reviewed and updated by CEO/Management from time to time in line with institutional, regulatory, and strategic requirements.