



JOB DESCRIPTION

Job title: Chief Human Resources Officer

Status: Exempt

Department: Human Resources

Reports to: Chief Executive Officer

Grade: "H"

Salary Range: CI \$87,444 – CI \$114,768 Per Annum

Position Summary: The Chief Human Resource Officer (CHRO) is responsible for developing and executing human resource strategy in support of the overall business plan and strategic direction of the organization, specifically in the areas of succession planning, talent management, change management, organizational and performance management, training and development, and compensation. The CHRO provides strategic leadership by articulating HR needs and plans to the executive management team, shareholders, and the board of directors. This Executive-level position is considered an Officer of the Company, with the associated fiduciary duties.

General Purpose: The CHRO is responsible for representing Cayman Turtle Centre and supporting company goals and initiatives through a strong and innovative people strategy across all CTC Business units. This role is accountable for the day-to-day Human Resources functions and the implementation and administration of HR programs and policies. The primary purpose of this role is to support the company's vision and assist managers and staff in delivering excellent work in a productive office environment.

Role Qualifications:

- A minimum of 9 years of progressive Human Resources Management experience.
- A Master's Degree in Human Resources Management or a related discipline is preferred and/or a recognized HR professional certification (e.g., CIPD, SHRM, SPHR).
- Proven ability to manage others and lead HR initiatives, championing change and working collaboratively with senior management.
- A minimum of 10 years of senior management experience.
- A demonstrated record of continuous professional growth in an HR leadership position.
- Ability to think strategically and conceptually combined with hands-on mentality/approach to initiate, develop and implement HR concepts.
- Effective and Strong interpersonal, coaching, consulting, process /skills.
- Advanced skills in establishing and maintaining effective working relationships with staff, demonstrating superior knowledge of HR issues.
- Employee relations experience handling manager and employee coaching and feedback, performance management, conflict resolution, and change management.
- Advanced skills in preparing and maintaining HR policies, guidelines and records, as well as writing reports and responding to correspondence.
- Experience in efficient and target-oriented recruiting and selection processes.
- Experience in efficient organization and processes in HR administration, including payroll, pension, health, in compliance with the Labor Act, the Public Management and Finance Act, the Public Service Management Act, and other relevant legislation.



- Must exercise discretion and a high degree of confidentiality.
- Broad-based exposure to all Human Resources areas.
- Proficient in Microsoft Office Suite as well as superior report writing skills. Sage Abra Suite a plus.

Position Responsibilities:

- Establish and implement HR efforts that effectively communicate and support the organization's mission and strategic vision.
- Develop HR plans and strategies to support the achievement of the overall business operations objectives.
- Function as a strategic business advisor to the executive/senior management of each business unit or Strategic Pillars Champions regarding key organizational and management issues.
- Collaborate with the executive/senior management team to establish a sound plan of management succession that corresponds to the strategy and objectives of the organization.
- Develop comprehensive strategic recruiting and retention plans to meet the human capital needs to accomplish CTC's strategic goals.
- Develop and implement comprehensive compensation and benefits plans that are competitive and cost-effective for the CTC.
- Provide overall leadership and guidance to the HR function by overseeing talent acquisition, career development, succession planning, retention, training, leadership development, compensation and benefits.
- Providing executive/senior management strategic HR support by offering guidance in recruitment efforts, employee relations issues, and serving as a resource on performance management issues.
- Developing and establishing company-wide policies and procedures for all HR business processes involving recruiting, employment, compensation, benefits, training, and other HR related tasks.
- Recommending and maintaining records and procedures for controlling personnel transactions and reporting personnel data to the leadership team and the ministry.
- Reviewing and conducting investigations on employee relations issues, facilitating conflict resolution, assisting supervisors and managers in interpreting and applying HR policies, procedures, immigration, employment, and labor acts, and providing training and guidance on current employee relations issues.
- Coaching management in change management and leadership that supports the achievement of company goals.
- Leading and directing the HR Assistant and supporting her personal development.
- Liaise with health service providers to ensure cost-effective and adequate benefits are available for employees.
- Liaise regularly with the Ministry regarding Human Resources Information Reports/Statistics.
- Liaise with Immigration in connection with work permit applications.
- Keeping abreast of current Labour, Pension and Immigration legislation and ensuring that the Park complies with all Labour, Pension and Immigration Acts and Regulations.
- Development and maintenance of a Staff Manual/Employee Handbook.
- Ensure that good employee morale is maintained throughout the park by provision of competitive salaries and benefits, fair and consistent employee policies and practices.
- Direct Managers/Supervisors in interpreting policies and procedures for employees.
- Managing the processing and administering of the Park's monthly payroll, health, pension and other benefits.

Competencies

1. Business Acumen

2. Ethical Practice
3. Relationship Management
4. Leadership & Navigation
5. HR Expertise
6. Global & Cultural Awareness
7. Critical Evaluation
8. Consultation
9. Communication

Supervisory Responsibility

This position is directly responsible for leading the Human Resource Administrator.

Talent Management

- Manage and administer a timely and effective Performance Appraisal process.
- Partner with senior management on employee career path development.
- Act as a liaison on employee relations issues.
- Partner with the Recruiting Team.

Employee Relations

- Support company culture initiatives through training, team building and company events.
- Assist management to document and provide disciplinary actions, coaching sessions, and Performance Improvement Plans.
- Work closely with management and employees to improve work relationships, build morale, increase productivity and retention.
- Manage and resolve complex employee relations issues. Conduct effective, thorough, and objective investigations when necessary.
- Manage terminations in partnership with senior management, the ministry and legal when necessary.
- Process and/or coordinate all terminations (to include collection of exit interviews, goods, final paycheck, etc.).

HR Administration

- Maintain in-depth, up-to-date knowledge of local legal requirements related to the day-to-day management of employees, reducing legal risks and ensuring regulatory compliance.
- Establish human resource objectives in line with organizational objectives.
- Represent the Business Unit as well as participate in GC's Human Resources initiatives.
- Research, develop and update policies and procedures regularly.
- Ensure programs and processes communicate and support organizational values.
- Oversee the administration of employee benefit programmes, ensuring compliance, consistency, and effective employee support.
- Provide strategic oversight of recruitment records management, ensuring accurate documentation, confidentiality, and alignment with recruitment policies and procedures.
- Provide oversight and support to the HR Assistant in maintaining employee records across the organization and working closely with the Accounting team to administer payroll and process changes, as applicable.



Operations

- Assist with the development, communication and implementation of growth strategies.
- Assist with the development of a company culture that emphasises quality, continuous improvement, teamwork and high performance.
- Foster a success-oriented environment.
- Attend regularly scheduled meetings with the executive management team.
- Other related duties as assigned or necessary.

Other Duties

There are several requirements and administrative tasks to comply with Company governance processes, safety procedures, and other protocols, rules, and regulations. The Company functions under both the Labour Act and the Public Service Management Act, as well as the Public Management and Finance Act, and related secondary legislation.

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Various other related duties may be assigned by your direct line manager or other Company leadership within the chain of command.

Language skills: Regular communication to a high standard in both spoken and written English is required.

Certificates, Licenses, Registrations: A valid Group 2 Driver's License is required. See Qualifications above for other requirements.

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- **Physical demands:** while performing duties of the job, the employee is occasionally required to stand, walk, sit, use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk and hear. The post holder must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- **Work environment:** The noise level in the work environment is usually moderate.

General sign-off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.