CIVIL AVIATION AUTHORITY OF BOTSWANA
POSITION PROFILE

Position Title: Director, Human Capital & Administration Services
Reports to: Chief Executive Officer
Directly responsible for: Manager, Human Capital Services and Chief Administration Officer
Indirectly responsible for: Human Capital Services Advisors (x4), Senior Administration Officer

Main Purpose of the Job
To plan, direct, coordinate, lead and provide strategic direction to the Human Capital & Administration Services and ensure appropriate human capital standards and competence within the Directorate. To provide Human Capital & Administration Services of the Directorates under own supervision for effective and efficient delivery of operational support services to facilitate the achievement of the CAAB mandate

To provide Human Capital & Administration Services to the Directorates and Business Units by ensuring application of appropriate leading practices and systems.

Key Performance Areas
• Human Capital & Administration Services Consolidation
• Strategic Planning
• Operational Management
• Performance Management
• Staff Development
• Talent Management and Succession Planning
• Financial Management
• Asset & Contract Management
• Change Management
• Stakeholder Management
• ICAO/CAAB standards compliance

Duties and Responsibilities:
• Provides Leadership and guidance in the planning and implementation/execution of successful operational strategies, policies and programs for the Directorate.
• Directs development and implementation of all Human Capital & Administration Services policies, processes, procedures and systems.
• Directs the translation of approved strategies into operational plans to optimize efficiency of support services within CAAB.
• Anticipates political, social and economic issues likely to affect CAAB and recommends appropriate action to CEO to facilitate a positive operating environment.
• Evaluates and manages performance of the Directorate against relevant targets and objectives to optimize the achievement of the CAAB mandate.
• Develops and maintains effective relationships with key stakeholders to facilitate required strategic links for CAAB.
• Develop Directorate annual work plan and financial budget and monitor their implementation in line with the Business plan.
• Consolidates and coordinates the activities of all Human Capital & Administration Services functions to promote organizational efficiency and alignment to the CAAB objectives and programs.
• Facilitates optimum utilization of shared resources through cost effective and efficient service delivery.
• Provides policy guidance and facilitates the development and approval of sound policies, strategies and programs to optimize Human Capital & Administration Services within CAAB.
• Guides the translation of approved strategies into operational plans for implementation through the Human Capital & Administration Services management team.
• Monitors implementation of the Directorate’s activities to ensure compliance to established guidelines and minimize risk exposure.
• Evaluates the performance of all Human Capital & Administration Services functions against relevant targets and objectives to optimize the achievement of the CAAB mandate.
• Develops and maintains effective relationships with all key stakeholders to facilitate required strategic links for CAAB.
• Ensures recruitment, placement, management and motivation of all staff in line with standing policies and procedures to create an enabling environment to achieve the CAAB mandate.
• Decides on key issues around the Human Capital & Administration Services function.
• Ensures all customer communication depicts the image and strategic position of CAAB.
• Ensures implementation of reliable governance and internal control structures to minimize operational risks.

**Human Resources**
• Oversees and supervises overall human resources function for the Authority.
• Establishes and ensures implementation of employment policies and practices consistent with legislation and the CAAB’s reward policy.
• Designs and supervises the implementation of salary and benefits structure and policy.

**Performance Management**
• Ensures the development of Directorate plans and individual performance agreements for all staff.
• Ensures that the CAAB achieves Human Capital & Administration Services objectives and measures in terms of financial, customer, internal business processes and growth and innovation.
• Ensures that regular performance reviews are undertaken by all staff in the CAAB to evaluate performance against targets set.
• Resolves problems and enhances operational effectiveness.

**Change Management**
• Coordinates the implementation of approved change strategy and other change initiatives in the including the establishment and operation of high performance teams.
• Ensures synergy of new change initiatives with existing operational activities and Corporate Strategy.
• Fosters education, training and development of staff on change strategies and required change behaviours.
• Ensures the maintenance of management- employee communication and consultation.
• Ensures that employees are informed about current developments in the organisation.
Administration

- Maintains the Authority's membership to international organizations.
- Chairs various committees as and when appointed by the CEO.
- Liaises with Corporate Secretariat and develops contracts and Service Level Agreements (SLA) for outsourced services.

Asset and Contract Management

- Responsible for Maintaining staff housing.
- Responsible for Managing and maintaining CAAB’s assets including offices, classrooms, vehicles and other fixed assets.
- Assess feasibility for contracting out support services.
- Liaises with Corporate Secretariat and develops contracts and service level agreements for outsourced services.
- Undertakes other related duties as directed by supervisor.

Experience and Education

- A minimum of eight (8) years of relevant post qualification experience, five (5) years of which should have been served at Management level.
- Bachelor Degree in Human Resources, Business Administration and/or Management, Social Sciences, Public Administration or related field from a recognised University.
- A Master’s Degree in any related field will be an added advantage.
- A combination of relevant experience of multi-functional management could be considered.

Competencies:

- Leadership skills
- Business acumen
- Project Management
- Driving and managing change
- Planning & Organizing
- Business and customer orientation
- Creativity & Innovation
- Judgement & Decision making
- Tactical & Strategic Thinking
- Strong mentoring, coaching ability to a team with diverse levels of expertise
- Excellent Communication skills
- Problem solving skills
- Time Management skills
- Strong advocacy, networking and negotiation skills
- Understanding of Corporate Governance, Statutory & regulatory compliance issues