

## ROLE PROFILE

JOB TITLE: Senior Human Resources Manager  
 DEPARTMENT: Human Resources Department  
 REPORTING TO: Managing Partner and Partner in charge of Human Resource Management  
 DIRECT REPORTS: Human Resources Managers  
 JOB LOCATION: Nairobi, Kenya

## Job summary

RSM Kenya's Senior Human Resource Manager is a key management role that provides HR expertise to internal and external stakeholders while strategically leveraging our Human Capital to achieve company goals in alignment with our broader corporate ambition.

The Senior Human Resource Manager facilitates a value-driven, high-trust and energised workplace that empowers employees to achieve their goals. He/she will lead a transformative people function that integrates progressive HR, inclusive leadership, and vibrant internal community building. This function also supports the firm's consulting arm, providing Human Capital advisory support to business unit leaders.

## Job purpose

The purpose of this role is to provide a strategic interface between the management of Human Capital and designated business units and to foster a thriving employee experience and community at RSM Kenya in support of business excellence and continuous learning in alignment with our strategic goals as a leading audit and advisory firm in East Africa.

## Key responsibilities

- **Strategic Alignment:** Partner with senior leaders as a trusted advisor to deliver people-focused solutions, using workforce analytics to drive productivity, support succession and workforce planning, and optimise talent strategies aligned to business goals.
- **Organisation culture:** Embed and manage a workplace culture aligned to the RSM Kenya vision, values and culture blueprint to facilitate holistic employee well-being, centre inclusion and drive a culture of service excellence and execution focus.
- **Employee Engagement, Relations and Communication:** Develop and maintain high employee engagement structures while fostering positive work relationships, addressing challenges and developing a strong community at work. Design and lead inclusive platforms and digital tools that foster cross-functional collaboration, mentoring, feedback, and recognition while driving transparency and enhancing engagement.
- **Talent Management:** Offer team leadership in workforce planning based on staffing trends and needs as identified by business leaders and support talent acquisition, development, and retention efforts, including identifying training needs and implementing development programmes for all staff.
- **Change Management:** Lead the people side of change initiatives to ensure adoption and change proficiency during the implementation of change management initiatives and facilitate smoother transitions for staff.
- **HR Policy & Compliance:** Ensure HR policies and procedures are aligned with business goals and legal requirements, staying up to date on employment laws and regulations.
- **Performance Management:** Provide guidance and support on performance management processes, including goal setting, feedback, and performance reviews, as well as disciplinary and grievance management in compliance with internal policies as well as the legal requirements.
- **Data Analysis:** Analyse HR data and metrics to identify trends, patterns, and areas for improvement, and present findings to senior leadership for enhanced decision-making.
- **Mentor & Coach:** Provide guidance, mentoring and coaching support for managers or team members.
- **Human Capital Advisory:** Partner with client-facing teams to lead culture and people transformation initiatives, develop advisory toolkits, and represent the HR function in external engagements that showcase RSM's advisory capabilities.

## Senior HR Manager – Performance Metrics

- **Business Performance Enablement:** Alignment of talent strategy to business goals, evidenced by improved team productivity or achievement of key performance outcomes and manager satisfaction.
- **Workforce Planning and Human Capital Foresight:** Proactive identification of future workforce needs through HR analytics and timely development and implementation of programmes addressing talent gaps or workforce risks.
- **HR Budget Effectiveness:** Optimisation of HR spend (e.g. cost savings achieved without compromising talent quality) and HR budget adherence and variance management within agreed thresholds.
- **Talent Acquisition and Retention:** Quality of hire metrics (e.g. new hire performance ratings after 6 months), time-to-fill and cost-per-hire benchmarks and retention rate of top talent and key roles.
- **Talent Development and Growth:** Percentage of employees completing development plans or training programmes, improvement in internal mobility or promotion rates from within and feedback from leadership on the effectiveness of talent development initiatives.
- **Employee Experience and Engagement:** Improvement in employee engagement, trust, and psychological safety scores (via pulse or annual surveys) and Reduction in employee relations issues or voluntary attrition linked to culture or engagement.
- **Employee motivation programmes:** Designing pulse surveys and implementing strategies that boost employee morale, increase productivity and better leadership development.
- **Succession Planning and Leadership Readiness:** % of key roles with identified successors (ready now, ready in 1–2 years), Progress in development plans for identified successors and Leadership bench strength index or pipeline coverage for critical roles.

## Knowledge

- Minimum of a bachelor's degree in social sciences or Human Resource Management from a recognised university. A Master's degree in Strategic Human Resource Management will be an added advantage.
- Postgraduate Diploma in Human Resources Management from a reputable institution.
- At least 7 years of progressive work experience in similar positions with related responsibilities.
- Registered member of IHRM.

## Skills

- **Strategic Thinking:** Ability to align HR initiatives with business goals and anticipate future workforce needs with practical experience in developing and implementing strategies for managing performance, motivation, change and culture management of staff of different diverse cultural backgrounds.
- **Business Acumen:** Deep understanding of the business environment, financials, and performance drivers.
- **HR Expertise:** Strong knowledge of talent management, organisational development, labour law, compensation, and performance management.
- **Data & Analytical Thinking:** Knowledge of and ability to use HR metrics and analytics to influence decisions and predict trends.
- **Change Management:** Skilled in guiding leaders and teams through organisational change and transformation, and a strong mindset for continuous improvement.
- **Coaching & Influence:** Experience working with senior leadership and the ability to coach senior leaders and influence without authority.
- **Employee Relations & Engagement:** Strong interpersonal skills to build trust, manage conflict, and foster engagement.
- **Communication & Facilitation:** Clear communicator across all levels, with the ability to design and lead collaborative conversations.

## Competency

- A service mindset towards engaging individuals and stakeholders
- Achieving tangible outcomes and objectives
- Adhering to accountability standards and ensuring compliance
- Fostering organisational efficiency and maintaining sensitivity to external factors
- Effective communication to achieve the desired impact
- Demonstrating leadership qualities and inspiring others