



Post Title : **General Manager, General Administration and Human Resource Division.**
Duty Location : **Corporate Office, RICB, Thimphu**
Type of Employment : **Contract**
Duration of Contract : **3 years**
Reporting to : **CEO and Director of CSD**

1. Background

The Royal Insurance Corporation of Bhutan Ltd (RICB) is a listed non-banking financial institution and the largest insurance company in Bhutan. It has 26 branch offices spread across the country with the Corporate Office at Thimphu with 440 employees. Its core businesses are:

1. Credit operations;
2. Life and General Insurance;
3. Reinsurance business;
4. Private Provident Fund;
5. Group Insurance;
6. Annuity business; and
7. Securities broking.

The company has been mandated by the Royal Charter to provide security and protection to Bhutan and the Bhutanese.

The RICB seeks a qualified professional in Human Resources (HR) to lead and manage the General Administration & Human Resource Division. The individual will be responsible for managing RICB's entire workforce and advising the Chief Executive Officer and the Director of Corporate Services Department (CSD) on General Administration & Human Resource related issues. The General Manager is expected to contribute to the improved performance of RICB employees, through effective translation of company's mandates, strategies and plans into outputs and outcomes. This will ensure the delivery of effective services and development outcomes resulting in high public confidence and positive customer experiences.

2. Objectives

- 2.1 Driving productivity, competence and efficiency in RICB;
- 2.2 Develop Human Resource Management policies and guidelines to ensure continuous improvement of the HR processes to optimize operational efficiencies;
- 2.3 To successfully transfer skills and knowledge to RICB employees, and



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2.4 To ensure proper facilities management, office organization and event planning.

3. Terms of reference

The RICB is working towards improving its human resource strategies through strategic, innovative and variable HR practices, policies, programs and services to attract, engage and retain highly qualified, talented staff committed to excellence, mutual respect and trust. The key responsibilities for the General Manager will be, among others, the following:

- 3.1 Lead and manage the HR Division and directly report to the Chief Executive Officer and Director of CSD on the matters pertaining to General Administrative & Human Resource related issues;
- 3.2 Provide leadership and management of the GA&HR Division under the guidance of the CEO and Director of CSD;
- 3.3 Review and develop Human Resources Management policies (recruitment, staffing, compensation, Performance Management Systems, succession plan and retention) and guidelines to ensure continuous improvement of the HR processes to optimize operational efficiencies;
- 3.4 Review and develop a robust organizational structure supported by appropriate manpower plans to ensure that the business objectives are realized;
- 3.5 Promote leadership development and proper succession plans for the key positions in the company;
- 3.6 Inculcate and ensure performance culture in the company by implementing Performance Management Systems and relevant policies issued by the Board;
- 3.7 Develop and implement HR Master Plan to identify and prioritize actions for continued and efficient delivery of core operational services. This shall also include the manpower planning and sizing for optimum utilization of human resources;
- 3.8 Undertake Training Needs Assessments to determine what training needs to be provided to help individuals and the organization accomplish their goals and objectives;
- 3.9 Undertake Employee Engagement Survey to understand the motivation level of employees for efficient operation of the company and implement measures and interventions;
- 3.10 Implement the Service Rules and Regulations approved by the Board for the day-to-day management of the company;



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- 3.11 Oversee daily support activities;
- 3.12 Ensure completion of all administrative tasks;
- 3.13 Foster a corporate culture that promotes ethical practices and encourages individual integrity, effectiveness and social responsibility; and
- 3.14 Perform other assignments, as required by the Board and the Management.

4. Deliverables

- 4.1. As the General Manager, his/her key tasks are to manage the GA&HR Division and amongst others advise management on the human resources policies and procedures along with the development, revising, and implementing HR policies and procedures;
- 4.2. HR Manual /Employee handbook on:
 - 4.2.1. Staff ToRs.
 - 4.2.2. HR guidelines and forms.
 - 4.2.3. Training Plan for employee development and training including Board of Directors.
- 4.3. Review and improve Enterprise Information System (EIS)/Human Resource Information System (HRIS).
- 4.4. Formulate and implement HRM Manual.

5. Required qualification, skills and experience

- 5.1 Minimum bachelor's degree with 10 years of experience in HR Management. Applicants with Postgraduate/Advanced Degree (Master's Degree, MBA or equivalent) in Human Resources Management from a recognized and reputable institution will be preferred;
- 5.2 Experience in Administration will be an added advantage;
- 5.3 Advanced competencies in establishing HR systems and HR recruitment strategies;
- 5.4 Development and workforce planning, writing job descriptions and contract management;
- 5.5 Extensive experience in the conduct of organizational/personnel assessments, capacity needs;
- 5.6 Assessments on training activities and capacity building;
- 5.7 Strong interpersonal, oral and written communications skills;



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- 5.8 Analytical, good decision-making and team building skills; and
- 5.9 Leadership and management skills.

6. Remuneration

- i. Basic salary – Nu.70,000
- ii. Contract allowance – 60% of the basic salary.
- iii. Fixed allowance of Nu. 7,989/-
- iv. Communication Allowance of Nu. 3,500/- per Month.
- v. Conveyance Allowance of Nu. 4,500/- per Month.
- vi. Up to 20% PBVP on basic salary
- vii. Other benefits as per service rules of the company.