

**JOB TITLE** : CHIEF HUMAN RESOURCES OFFICER  
**REPORTS TO** : CHIEF EXECUTIVE OFFICER  
**BUSINESS UNIT** : HUMAN RESOURCE  
**LOCATION** : HEAD OFFICE: PRETORIA  
**POSITION STATUS** : PERMANENT  
**POSITION GRADE** : E4

## **Purpose of the Job**

The Chief Human Resources Officer (CHRO) is a member of the Postbank Exco team reporting to the Chief Executive Officer (CEO). The role provides strategic leadership, drives and guides the formulation of Human Resources strategies in alignment with Postbank's strategy. The CHRO plays a key role guiding executive management on strategic people-related matters and supports Postbank's transformation journey. As a member of the Human Resources Remuneration and Transformation Board Committee, the role ensures relevant human resource (HR) matters are presented to Board for consideration and approval.

## **Job Responsibilities**

### **1. Strategic Leadership and Guidance**

- Partners with the CEO and Executive team to executive HR strategies aligned to strategic objectives of the business.
- Provides Strategic HR insights to facilitate business decisions and drive sustainable growth.
- Lead the transformation and repositioning of HR discipline to support core needs of the business.
- Develops and champions the overall HR vision, mission, and strategic roadmap that directly contributes to Postbank's financial and operational success

### **2. Repositioning HR Discipline as a Trusted Strategic Business Partner**

- Ensures HR develops strategies aimed at supporting the business in attracting, developing, motivating and retaining best talent while fostering performance and values driven culture aligned to organizational values and mission.
- Acts as a credible and influential advisor to business leaders, proactively identifying human capital needs and developing innovative HR solutions to achieve business outcomes.

### **3. Organisational Culture Transformation.**

- Provide leadership and key insights to guide Postbank Culture Transformation Journey. Ensuring there is a clear roadmap that is supported by detailed plans that guide execution against strategic commitments of the APP and Corporate Plan. Diversity and inclusion are integrated in the ways of work.
- Drives initiatives that embed Postbank's values and desired behaviors across all levels of the organization, fostering an inclusive, high-engagement, and productive work environment.

### **4. Talent Management & Organisational Development**

- Provides strategic insights in the development of talent management strategies including talent acquisition, development, deployment and retention. (Including Succession Planning and Management). Drive the change management initiatives that supports org transformation, learning and growth.
- Develops and implements robust talent pipelines, succession plans, and leadership development programs to ensure a continuous supply of skilled professionals capable of meeting future business demands.

### **5. Performance Management and Team Development**

- Implements performance management process, facilitate training interventions to drive achievement of business goals. Promotes high-performance culture. Set KPI's for direct reports to ensure they are aligned to drive execution of annual committed business objectives.
- Establishes a framework for continuous feedback, coaching, and development, ensuring individual and team performance aligns with organizational goals and drives accountability.

### **6. Compensation and Benefits, Employee wellness**

- Ensures Postbank provides competitive and equitable remuneration and benefits strategies that supports overall wellness and retention in the business.
- Designs and manages total rewards strategies that attract, motivate, and retain top talent, while ensuring internal equity and external competitiveness. Champions employee wellness programs that enhance physical, mental, and financial well-being.

### **7. Stakeholder Engagement and Management**

- Shape and set the HR agenda at Exco and Board level through building credible stakeholder relationships with members of the Exco team, Board, DCDD, Exco and Trade unions etc.
- Manages complex employee relations, fostering constructive dialogue and partnership with trade unions and other representative bodies to ensure a harmonious and productive work environment. Represents Postbank effectively in industry bodies and associations.

## 8. Governance, Risk and Assurance

- Ensure the efficient management of HR related governance, risk and assurance in accordance with applicable stipulations of the LRA, BCEA, PFMA, Banks Act, Postbank Act, Corporate governance and in line with approved Delegation of Authority.
- Establishes robust HR policies, procedures, and systems that ensure compliance with all relevant labour laws and regulatory requirements, mitigating operational and reputational risks. Drives a culture of compliance and integrity throughout the organization.

## 9. HR Technology and Analytics

- Leads the evaluation, selection, and implementation of HR technology solutions to optimize HR processes and enhance data-driven decision-making. Utilizes HR analytics and metrics to provide actionable insights into workforce trends, productivity, and the effectiveness of HR initiatives

### Qualifications and Experience

- Bachelor's degree in human resources management or industrial/Organisational Psychology, or related is a must
- Post Graduate Degree in Business or Leadership NQF 9 (eg. MBA, MBL) is a requirement – is a must
- Minimum of 8 - 10 years working experience in a similar role, executive level in banking/ financial services environment - a must
- Registration as an Industrial Psychologist with the HPCSA or registration with SABPP

### Added Advantage:

- Demonstrable and proven record of leading across HR value chain areas in dynamic, complex and fast paced environment.
- Excellent verbal and written communication skills
- A highly credible individual who can lead a strategic function on Executive level

### Knowledge and understanding of:

- In-depth understanding of the Human Resources landscape in South Africa
- Experience with leading discussions at tribunals, industry bodies and associations
- In-depth understanding of regulatory and legislative requirements
- In-depth knowledge and experience in the application of employment law and remuneration practises and any legislative laws relating to human resources – is a must
- Strong knowledge and proven record in managing different HR areas
- Knowledge and understanding of leading key relationships with trade union and other representatives

### Skills and Attributes

- Strategic and Leadership skills in HR Strategy and related areas' strategies.
- Strategic thinking skills
- Results orientation
- Cross-functional business understanding with a P&L orientation
- Conceptual skills
- Strong Business Acumen
- Success in leading org-wide change and transformation initiatives.
- Excellent interpersonal, influencing, communication and negotiation skills
- Risk and governance management perspective
- Strategic engagements
- Legal literacy to help ensure a culture of compliance and integrity at every level of the organisation and across borders
- Project management capability
- Sense of urgency (without compromising quality)
- Innovative mindset
- Computer literacy – Microsoft Office package (MS Word, Excel, Power Point, Outlook).

### How to Apply

If you wish to apply and meet the requirements, please forward your Curriculum Vitae (CV) to [RecruitmentSN@postbank.co.za](mailto:RecruitmentSN@postbank.co.za) Please indicate in the subject line the position you are applying for. To view the full position specification, log on to [www.postbank.co.za](http://www.postbank.co.za) and click on Careers.

### Closing Date

**20 August 2025**

### Disclaimers

The South African Postbank SOC Limited is committed to the achievement and maintenance of diversity and equity in employment, especially with regard to race, gender and disability. In compliance with the banks employment equity plans, first preference will be given to candidates from designated groups. Correspondence will be limited to short listed candidates only.

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