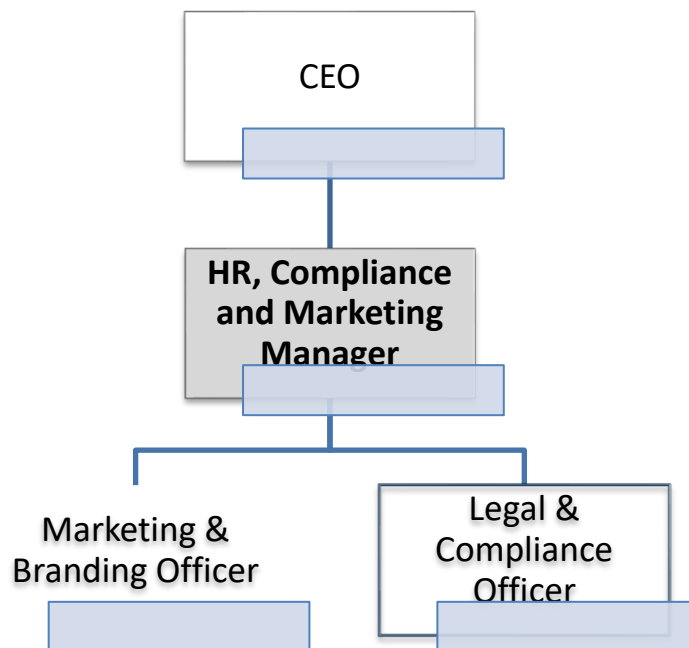


## JOB DESCRIPTION

|                        |   |
|------------------------|---|
| <b>POSITION TITLE:</b> | <b>HR, COMPLIANCE AND MARKETING MANAGER</b>                         |
| <b>REPORTING TO:</b>   | <b>CEO</b>  |
| <b>DEPARTMENT:</b>     | <b>HR, Compliance and Marketing</b>                                 |
| <b>SUBORDINATE:</b>    | <b>Legal and Compliance Officer, Marketing and Branding Officer</b> |
| <b>DATE:</b>           | <b>July 2025</b>  |
| <b>DUTY STATION:</b>   | <b>Otavi, NAMIBIA</b>   |

### POSITION IN THE ORGANISATION



### Purpose of the Position

To lead the Human Resources, Compliance, and Marketing functions, ensuring effective personnel management, full regulatory compliance, and successful market positioning of Hangala Foods' maize meal and food products across Namibia and the SADC region.

| PERFORMANCE SPECIFICATION |                      |           |   |
|---------------------------|----------------------|-----------|---|
| No.                       | Key Performance Area | Key Tasks |   |
| 1.                        | Statutory provisions | 1.1       | Develops, plans and implements goals and objectives for the Department and implements the departments' budget as appropriate.   |
|                           |                      | 1.2       | Maintains oversight, and provide strategic input, into the development of HR policy, procedures, systems, reward frameworks and diversity practices, and deliver the targets required to ensure they proactively meet both business needs and legislative requirements.   |
|                           |                      | 1.3       | Accountable for, the development, implementation and administration of a focused, competitive and cost-effective compensation and benefits offer, which supports the strategy and enables the Hangala Foods to recruit and retain a skilled and motivated workforce in global and local markets.  |
|                           |                      | 1.4       | Directs, oversees and develops the departmental work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures; implements needed work process and automation improvements and methods for improving customer service.  |
|                           |                      | 1.5       | Directs the human resources services to ensure efficient and effectiveness services of the organization by: analyzing the organization's mission and vision; assessing and evaluating external human resources developments/changes and advising MANAGER on their impact and implication to the organization, formulating strategies and facilitating the implementation and reviews of organizational changes and development. |
|                           |                      | 1.6       | Co-ordinates and controls the formulation and implementation of the organization's human resources policies by facilitating the formulation of the 's human resources policy taking into account the organization's strategic objectives, policies, statutory legislation and other human resources changes/developments.   |
|                           |                      | 1.7       | Monitors developments in the human resources field on a national level through the medium of various publications, government directives and consultation with external agencies, in order to assess the impact and implication of such development on the organization's human resources strategies.   |
|                           |                      | 1.8       | Facilitates the compilation of the organization's manpower and leads in the development of departmental goals, objectives and systems.  |
|                           |                      | 1.9       | Manages the development and administration of appropriate human resources procedures/processes to implement agreed strategies.  |
|                           |                      | 1.10      | Advises CEO on the development of the organization's salary structure, pay policies and oversees the variable pay structure and monitors its implementation to ensure corrects interpretation thereof.  |
|                           |                      | 1.11      | Improves the quality and availability of HR reporting and information to ensure that both the department and the wider organization are better able to measure, monitor, and take appropriate remedial action on identified trends / issues.  |

| PERFORMANCE SPECIFICATION |                          |           |   |
|---------------------------|--------------------------|-----------|---|
| No.                       | Key Performance Area     | Key Tasks |   |
| 2                         | Training and Development | 2.1       | Initiates and facilitates the compilation of the organization's training and development objectives and strategies.   |
|                           |                          | 2.2       | Plans and directs the development and implementation of Affirmative Action plans, career path and succession planning to meet future organizational requirements.   |
|                           |                          | 2.3       | Develops plans for the facilitation of the training and development functions of the organization in order to assist other managers in ensuring maintenance of a competent workforce at all levels.   |
|                           |                          | 2.4       | Monitors the development and implementation of cross-functional training to promote the required competency at all levels in the organization.  |
|                           |                          | 2.5       | Plans the development and implementation of organizational development strategies and interventions to ensure that such activities are appropriate to meet the organization's strategies, plans and future changes.   |
|                           |                          | 2.6       | Co-ordinates and exercises organizational control over the implementation of performance management systems including the development of organizational goals, organization design, and operational process design and job design.  |
|                           |                          | 2.7       | Responsible for the implementation of the performance management system that includes performance development plans as well as individual development programs.   |
|                           |                          | 2.8       | Co-ordinates the selection and contracting of external training programs and consultants and monitors the spending of the organizational training budget.   |
|                           |                          | 2.9       | Plans and directs a process of organization planning that evaluates organizational structure, job design, manpower forecasting throughout the organizational and evaluates plans and affect changes to such plans.  |
|                           |                          | 2.10      | Identifies and monitors the organization culture so that it supports the attainment of the organizational goals and promotes employees satisfaction.  |
|                           |                          | 2.11      | Provides timeously management information (i.e. Namibian labour market data, salary/commercial surveys) to enable MANAGER to make informed decisions.   |
| 3.                        | Employee Relations       | 3.1       | Plans, formulates and facilitates the implementation of the organization's industrial relations policies, procedures and strategies objectives.   |
|                           |                          | 3.2       | Oversees the industrial relations functions to ensure the achievement of organization's industrial relations objectives through application of processes (i.e. communications, consultation, negotiation, discipline, grievance handling, climate monitoring), administration of collective agreements and legislation. |
|                           |                          | 3.3       | Co-ordinates the pursuit of sound industrial relations by monitoring, advising the organization on industrial relations strategies and practices, to encourage the peaceful resolution of conflict and maintaining of sound industrial relations.   |
|                           |                          | 3.4       | Negotiates with the Union and consults on various issues of common interest, on behalf of the organization by giving due attention to terms of reference as set by principals.  |
|                           |                          | 3.5       | Monitors adherence to substantive and procedural agreements concluded between the organization and the Union and advises on appropriate remedial action where breaches of such agreements occur.  |
|                           |                          | 3.6       | Initiates and advises management on negotiation strategies taking into accounts the implications of potential settlements on the organization's financial positions.  |
|                           |                          | 3.7       |   |

|  |  |     |  |
|--|--|-----|--|
|  |  | 3.8 | Monitors and evaluates industrial relations changes/developments in the internal and external environment, their implications to the organization and advises management on appropriate strategies to cope with such changes/developments. |
|  |  | 3.9 | Ensures organization's compliance with all existing government laws and directs preparation of information required for compliance with such legislations.<br>Responsible for safe-keeping of office equipment.                            |

| PERFORMANCE SPECIFICATION (Continued) |                      |           |   |
|---------------------------------------|----------------------|-----------|---|
| No.                                   | Key Performance Area | Key Tasks |   |
| 4.                                    | Managerial Functions | 4.1       | Directs and manages the development and implementation of HR & Administration Department goals, objectives, policies and priorities.  |
|                                       |                      | 4.2       | Provides leadership in coordinating and supervising the activities of the professional staff within the Department, guiding and evaluating their work, setting priorities, standards and targets and establishing work deadlines. |
|                                       |                      | 4.3       | Contributes to the planning and management of the work activities of the Department and representing its position and views at higher level administrative meetings.  |
|                                       |                      | 4.4       | Ensures continuing professional development of staff in the Department by undertaking performance management and people development practices.  |
|                                       |                      | 4.5       | Manage and monitor operations of the Department and ensure effective allocation of resources for the various functions and a balance in the workload of staff.  |
|                                       |                      | 4.6       | Monitor and ensure effective planning and implementation of the operational budget in consultation with the SENIOR MANAGER.   |
|                                       |                      | 4.7       | Manage all staff and related matters to provide a friendly, cordial and a motivated environment to work.  |
|                                       |                      | 4.8       | Promote multi-tasking and delegation of work to the mid-level and junior staff to maximize Department effectiveness and to develop individual skills.   |
|                                       |                      | 4.9       | To uphold the fundamental principles of the Hangala Foods; to work in pursuit of the Hangala Foods's vision, mission, objectives and values, and to work within the Hangala Foods's equal opportunities framework.                |

| PERFORMANCE SPECIFICATION (Continued) |                      |  |           |
|---------------------------------------|----------------------|--|-----------|
| No.                                   | Key Performance Area | Performance Indicators   | Key Tasks |
| 4.                                    | Legal Compliance     | 4.1 Monitors and ensure adherence to all relevant Namibian laws, statutory regulations, and industry standards (e.g. NSI, NAMC, Health, Trade).<br>4.2 Liaise with bodies such as the Namibia Standards Institution (NSI), Ministry of Labour, and Environmental authorities.<br>4.3 Implement risk management systems, maintain compliance registers, and coordinate internal audits.<br>4.4 Ensure the plant complies with certifications like HACCP, FSSC 22000, and other food safety and quality management systems.<br>4.5 Implements and embeds the Hangala Foods risk management strategy and plan as a key and sustainable process to ensure a greater probability of not only achieving but also optimizing Hangala Foods's objectives.<br>4.6 Manages, coordinates and influences the risk management process of Hangala Foods to ensure that the risk management process develops and matures as specified in the Hangala Foods strategy.<br>4.7 Facilitates risk assessment workshops in Hangala Foods as required by the various departments. This will include managing and/or influencing the risk management process applied in Hangala Foods to ensure a consistent application and quality results.<br>4.8 Identify and share common risks and learnings between/among Hangala Foods's departments.<br>4.9 Establishes and maintains effective communication channel that will allow the timely downward communication, which include risk appetite, appropriateness of risk mitigation action.<br>4.10 Reviews the departmental and corporate risk logs for adherence to the Hangala Foods risk management guidelines, standards and any obvious errors and omissions and report deviations to accountable managers to remedial action.<br>4.11 Coordinates and consolidates the risk log submission process to ensure timely submission of a quality risk management report to the Corporate Governance Executive and the board of directors as defined in the risk management policy, procedures and guidelines. |           |
| 5.                                    | Marketing            | 5.1 Develop marketing strategies to grow Hangala Foods' maize meal brand and drive sales.<br>5.2 Identify customer segments and create promotional activities that appeal to rural and urban consumers.<br>5.3 Monitor market trends and collaborate with the Marketing Officer on product positioning.<br>5.4 Build strong community relations and brand trust through CSR programs and localized campaigns.<br>5.5 Represent the company at trade fairs, expos, and with local distributors.   |           |

| POSITION SPECIFICATION FOR POSITION |   |
|-------------------------------------|---|
| Minimum Educational Requirements:   |   |
|                                     | <u>Qualifications &amp; Subjects</u>  |
| 1.                                  | A Bachelors Degree in Human Resources, LLB or Marketing or related field from an accredited University. |

| Minimum Years of Experience Required: |  |
|---------------------------------------|--|
|                                       | <p><b><u>Type of Experience:</u></b></p> <ol style="list-style-type: none"> <li>1. At least five (5) years experience in Legal Compliance.</li> <li>2. At least 4 years experience in HR and Marketing of which two should be in a supervisory position.</li> <li>3. A strong HR generalist background.</li> <li>4. Experience working with senior levels of management, policy makers, executives, and senior managers to achieve established goals and lasting results.</li> <li>5. Experience of managing teams with a range of capabilities</li> <li>6. Proven ability to mentor, motivate, and work as part of a team.</li> <li>7. Demonstrated compensation / benefits / HRIS knowledge.</li> <li>8. Strong leadership skills.</li> </ol> <p>Experience in change management, and organizational development will be an added advantage.</p> |

| KEY PERFORMANCE AREAS |  |
|-----------------------|--|
|                       | <ol style="list-style-type: none"> <li>1. Strategic HR, Legal and Marketing Input</li> <li>2. Develop HR Policies and procedures</li> <li>3. Departmental Budget</li> <li>4. Compliance</li> <li>5. Marketing</li> <li>6. Recruitment and Selection</li> <li>7. Training &amp; Development</li> <li>8. Industrial Relations</li> <li>9. Remuneration &amp; Benefits</li> <li>10. HR Manpower Planning</li> <li>11. Organizational Development</li> <li>12. General Administration</li> <li>13. Competitive performance based compensation system.</li> <li>14. Policy Compliance.</li> </ol> |

| <b>KNOWLEDGE, SKILLS &amp; ABILITIES</b> |   |
|--|---|
| <b>KNOWLEDGE:</b>                        |   |
| 1.                                       | Knowledge of the principles, methods and techniques of Company Act, Local Authorities Act and the Labour Act and other acts related to FMGC industry  |
| 2.                                       | Knowledge of administering employee benefit and payroll programs to include automated procedures and methods.   |
| 3.                                       | Knowledge of monthly, quarterly and annual reporting requirements for employee benefit programs to include quarterly reports for unemployment and annual reports for social security or Equal Employment Opportunity Commission.  |
| 4.                                       | Knowledge of retirement, health, leave, deferred compensation, worker's compensation and other employee benefit plans or programs.  |
| 5.                                       | Interviewing techniques as needed to conduct interviews of potential applicants, conduct investigations of complaints and accidents, and guide managers and supervisors in interviewing potential applicants.   |
| 6.                                       | The Hangala Foods HR, legal and marketing Rules, regulations, policies and procedures and Namibian Labour Law.  |
| 7.                                       | The Hangala Foods HR Rules and Regulations to include recruitment, selection, organizational development and manpower planning.   |
| 8.                                       | Training program development techniques as needed to create general and specialized training programs.  |
| 9.                                       | Training methods, facilitation techniques, instructional methods, and program delivery mechanisms as needed to provide training to staff.   |
| 10.                                      | Budgeting and accounting practices related to benefits as needed to ensure that benefits are properly administered.   |
| 11.                                      | Occupational injury and illness prevention programs as needed to develop strong, efficient programs for The Hangala Foods.  |
| 12.                                      | Technology to support HR activities as needed to ensure that necessary data is captured and maintained.   |
| 13.                                      | Job analysis and job description methods as needed to assist the Personnel Department in the development of job descriptions, selection procedures, etc.  |
| <b>SKILLS &amp; ABILITIES:</b>           |   |
| 1.                                       | Ability to communicate orally to include breaking down technical information, logical ordering of information, being clear and concise, as needed as needed to explain employee benefits to employees, discuss employment problems with department head and other personnel specialists and provide training.   |
| 2.                                       | Ability to read and interpret text such as HR rules, government legislation such as the Labour Law, HR policies, contracts, and specifications as needed to provide information to others, counsel employees about their benefits, and maintain current knowledge about local, state and federal laws and regulations related to employment benefits. |
| 3.                                       | Ability to bring others together and try to reconcile differences as needed to resolve complaints and employee/supervisor disagreements.  |
| 4.                                       | Ability to identify complex problems and review related information to develop and evaluate options and implement solutions as needed to resolve personnel related problems.  |

| OFFICE/FIELD WORK: |
|--------------------|
| 100% Office Work   |

| DEGREE OF SUPERVISION AND WORK CLASSIFICATION:   |
|--|
| <b>Duties of this position include:</b> developing, planning, and implementing goals, objectives, and strategic plans for the Legal, Compliance and Marketing and Human Resources Department; overseeing budget preparation, presenting justification for budget requests and supplemental budget requests, and monitoring budget expenditures for operational efficiency. Also responsible for planning for existing and future |



**APPROVAL (SIGNATURES REQUIRED):**

**INCUMBENT NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**SUPERVISOR NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**MANAGER NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**Job Description Disclaimer:** The statements included in this document are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.