



JOB DESCRIPTION

Position	Reporting To	Department
Deputy Head of Human Resources	Director of Human Resources	Human Resources

I- ROLE SUMMARY

The Deputy Head of Human Resources serves as the second-in-command of the HR function at Chok Chey Finance, supporting the Director of HR in delivering a high-impact, strategically aligned people agenda. This role carries an expanded mandate spanning Learning & Development, Performance Management, making it a critical driver of workforce capability, culture, and organisational effectiveness. The Deputy Head will lead cross-functional HR initiatives, deputise for the Director of HR when required, and serve as a trusted advisor to senior business leaders on all people-related matters.

II- KEY RESPONSIBILITIES

A. Learning & Development

- Design and implement a competency-based training framework aligned with organisational strategy and business priorities.
- Develop competency frameworks and job architecture to support talent grading, career pathways, and workforce capability planning
- Lead the annual Training Needs Analysis (TNA) across all departments in close collaboration with HRBPs and departmental heads.
- Develop and manage the annual L&D calendar, training budget, and vendor relationships to ensure quality and cost-effectiveness.
- Oversee the Learning Management System (LMS) and digital learning content strategy to maximise accessibility and learner engagement.
- Design and deliver training courses, leadership development programs, graduate trainee programs, and High Potential (HiPo) accelerator tracks.
- Build and maintain an internal trainer pool through train-the-trainer programs to scale delivery capacity across the organisation.
- Establish training effectiveness measurement including Kirkpatrick evaluations and ROI reporting to the Director of HR.
- Ensure 100% completion rates for all mandatory compliance training modules organisation-wide.

B. Performance Management

- Lead the design, implementation, and continuous improvement of the organisation-wide performance management framework and annual performance review cycle.
- Develop and maintain performance appraisal tools, rating calibration guidelines, and KPI-setting methodologies aligned with business objectives.
- Partner with HRBPs and line managers to ensure consistent, fair, and effective performance conversations across all levels.

- Drive performance improvement plan (PIP) processes, providing coaching and advisory support to managers handling underperformance cases.
- Analyse performance data and trends to identify capability gaps, inform talent decisions, and support succession planning.
- Integrate performance outcomes with rewards, promotion, and development decisions to reinforce a high-performance culture.

C. HR Leadership & Stakeholder Management

- Deputise for the Director of HR in leadership meetings, decision-making forums, and external engagements as required.
- Manage and develop the L&D and PM teams, setting clear objectives, coaching team members, and building functional capability.
- Collaborate with HR Business Partners, Talent Acquisition, and Compensation & Benefits teams to ensure integrated people solutions.
- Prepare HR performance reports, dashboards, and executive presentations for the Board, EXCO, and senior leadership.

III-JOB REQUIREMENTS

Education

- Bachelor's or Master's degree in Human Resource Management, Business Administration, or a related field.
- Professional HR certifications (e.g., CIPD, SHRM) are highly desirable.

Professional Experience

- Minimum 8–10 years of progressive HR experience, with at least 3–5 years in a senior L&D or HR management role.
- Proven track record leading training and development, and performance management transformation programmes.
- Background in the financial services or microfinance sector is preferred.

Technical Skills

- Proficiency with digital learning content making, LMS platforms, and performance management systems.
- Strong command of training delivery capability.
- Solid knowledge of performance management design, competency modelling, and job architecture.
- Proficient in HR analytics, data visualisation, and reporting for senior stakeholders.

Competencies & Soft Skills

- Strong leadership presence with the ability to influence, advise, and build trust with C-suite and senior business leaders.
- Excellent strategic thinking, problem-solving, and decision-making capabilities in complex environments.
- Outstanding communication, facilitation, and stakeholder management skills across all organisational levels.
- Fluent in both Khmer and English (written and spoken).