Senior Human Resources Officer

Committee for the Welfare of Prisoners

Overview

The Senior HR Officer is responsible for managing the full employee lifecycle and delivering end-to-end HR support for the Committee for the Welfare of Prisoners (CWP). This role independently oversees recruitment, HR operations, employee relations, performance management, payroll coordination, compliance, and staff development while ensuring alignment with organizational policies, labour laws, and donor requirements.

Working closely with the HR Manager, the position plays a key role in strengthening CWP's people practices, maintaining HR systems and records, and fostering a professional, ethical, and people-centred workplace that supports the organization's mission.

Position Summary

The Senior HR Officer serves as the primary HR focal person for CWP's day-to-day human resource operations. The role manages recruitment, onboarding, HR administration, performance management, payroll coordination, compliance, employee engagement, and policy implementation with a high degree of independence.

The position requires strong HR generalist experience, excellent organizational skills, sound knowledge of Pakistan Labour Laws, and the ability to manage confidential information with integrity while supporting a mission-driven organization.

Key Responsibilities

Recruitment & Talent Acquisition

- Manage the complete recruitment cycle from workforce planning to onboarding.
- Prepare and maintain Job Descriptions aligned with organizational needs.
- Advertise vacancies through BrightSpyre, LinkedIn, university career portals, WhatsApp groups, and the CWP website.
- Screen applications, prepare shortlists, coordinate interviews, administer assessments, and conduct competency-based interviews.
- Conduct professional reference checks and CNIC/police verification for selected candidates.
- Prepare offer letters, employment contracts, and pre-employment documentation.
- Coordinate onboarding, orientation sessions, IT access, and employee induction.
- Maintain recruitment trackers and prepare recruitment reports and time-to-hire metrics.

HR Operations & Employee Lifecycle

- Maintain complete and audit-ready personnel files in both digital and physical formats.
- Ensure accurate employee data management within HRIS/ERP systems.

- Administer attendance, leave records, and employee documentation.
- Process resignations, clearances, exit interviews, and final settlements.
- Issue employment letters, experience certificates, NOCs, payslips, and other HR documentation.
- Support implementation and periodic review of HR policies, SOPs, and Code of Conduct.
- Coordinate grievance handling and disciplinary documentation.
- Ensure annual Safeguarding, PSEA, and Code of Conduct acknowledgements are completed.

Performance Management

- Coordinate annual goal setting and performance planning.
- Manage probation confirmations, extensions, and review processes.
- Coordinate mid-year and annual appraisal cycles.
- Maintain appraisal documentation and performance records.
- Support promotion, increment, and Performance Improvement Plan (PIP) processes.
- Train line managers on performance management processes and tools.
- Prepare annual performance reports and analytics.

Payroll, Compensation & Benefits

- Coordinate monthly payroll by consolidating attendance, deductions, leave records, and salary adjustments.
- Ensure timely payroll reconciliation and coordination with Finance.
- Support annual salary reviews and increment exercises.
- Process salary advances and loan recoveries.
- Manage employee health insurance enrollment and claims.
- Maintain gratuity records and coordinate employee final settlements.

Compliance, Policy & Legal

- Coordinate EOBI registrations and monthly statutory contributions.
- Ensure employment contracts comply with applicable labour laws.
- Maintain employee confidentiality and data privacy standards.
- Support HR audits, donor compliance reviews, and regulatory inspections.
- Communicate policy updates and maintain employee acknowledgement records.

Training & Development

- Conduct annual Training Needs Assessments (TNA).
- Develop and maintain the organizational training calendar.
- Coordinate logistics for training sessions and workshops.
- Maintain training records, attendance, evaluations, and budget tracking.

Requirements

Education

- Bachelor's degree in Human Resource Management, Business Administration, or a related field.
- A master's degree or MBA (HR) will be an advantage.

Experience

- Minimum 4–5 years of progressive HR Generalist experience.
- Experience independently managing end-to-end HR operations.
- Previous experience in NGOs, non-profit organizations, or the development sector is preferred.
- Experience managing recruitment, payroll coordination, employee relations, and performance management.
- Working knowledge of Pakistan Labour Laws.
- Experience using ERP-based HR systems.

Technical Skills

- End-to-end recruitment and talent acquisition.
- HR operations and employee lifecycle management.
- Performance management and appraisal administration.
- Payroll coordination and compensation administration.
- HRIS/ERP systems and Microsoft Office.
- HR documentation, reporting, and record management.
- Knowledge of Pakistan Labour Laws and HR compliance.
- Strong written and verbal communication in English and Urdu.

Knowledge

- Human Resource Management principles and best practices.
- Pakistan Labour Laws and employment regulations.

- Payroll administration and employee benefits.
- HR compliance and donor requirements.
- Performance management systems.
- Employee relations and grievance handling.
- Safeguarding and Prevention of Sexual Exploitation and Abuse (PSEA).

Values & Personal Attributes

- High integrity and confidentiality.
- Strong sense of ownership and accountability.
- Excellent organizational and planning skills.
- Service-oriented and people-focused approach.
- Strong attention to detail.
- Professional judgment and discretion.
- Adaptable, proactive, and solution-oriented.
- Ability to manage multiple priorities under tight deadlines.

Core Competencies

- Recruitment & Talent Acquisition
- HR Operations & Employee Lifecycle Management
- Performance Management
- Payroll Coordination & HR Administration
- Labour Law Compliance
- Employee Relations & Conflict Resolution
- HR Documentation & Record Management
- HRIS / ERP Systems
- Communication & Stakeholder Management
- Planning, Organization & Time Management
- Confidentiality & Ethical Practice
- Continuous Improvement & Problem Solving

What Success Looks Like

- Efficient and timely recruitment across all functions.
- Accurate HR records and fully compliant personnel files.
- Smooth payroll coordination with zero processing errors.
- High-quality employee onboarding and engagement.
- Full compliance with labour laws, safeguarding standards, and organizational policies.
- Effective performance management processes that support employee growth.
- Trusted HR support that strengthens organizational culture and operational excellence.

Application Process

Interested candidates should send their updated CV along with a cover letter (maximum one page) highlighting their suitability for the role to:

Apply Now: https://forms.gle/SidctRBbXcFupeBXA

Application Deadline: *July 31st, 2026*

Only shortlisted candidates will be contacted.

The Committee for the Welfare of Prisoners (CWP) is an equal opportunity employer and encourages applications from women, persons with disabilities, and candidates from underrepresented communities.

CWP is committed to safeguarding and the prevention of sexual exploitation and abuse (PSEA). All employees are expected to comply with the organization's Code of Conduct and Safeguarding Policy as a condition of employment.