

TALENT MANAGEMENT OFFICER

ORGANIZATIONAL CONTEXT FOR THE ROLE OF TALENT MANAGEMENT OFFICER

The Belize Social Security Board (SSB) is a statutory body dedicated to providing inclusive, fair and dependable coverage for its beneficiaries. Committed to delivering a dynamic social insurance program, SSB ensures guaranteed protection that is effective, efficient, and people-centered. Its innovative and trusted team exemplifies both in-person and virtual service excellence, offering sustainable and relevant social insurance programs that are financially prudent and aligned with its mission.

Recognizing people as its most critical asset, SSB emphasizes nurturing, sustaining, and strengthening human capital to achieve organizational priorities. By optimizing employee engagement, performance, and productivity across the employee life cycle, SSB ensures its mission is fulfilled.

ROLE PURPOSE

The Talent Management Officer partners with stakeholders to build and sustain a high performing, engaged, and diverse workforce by implementing innovative talent strategies aligned with organizational objectives. The role focuses on attracting, retaining, and developing employees to achieve the organization's mission and goals.

ROLE SUMMARY

This position delivers impactful results by managing talent acquisition, employee engagement, and diversity initiatives alongside onboarding processes. By analysing workforce data and providing actionable insights, the role supports recruitment, retention, and long-term succession planning, ensuring operational excellence in talent management programs.

CORE RESPONSIBILITY AREAS AND KEY ACTIVITIES

1. TALENT ACQUISITION AND ONBOARDING

- a) Implement recruitment strategies to attract high-calibre talent aligned with organizational needs.
- b) Evaluate recruitment strategy effectiveness by analysing metrics such as time-to-hire, quality of hire, and candidate experience, and propose realignments as necessary.
- c) Manage end-to-end recruitment process, from vacancy posting through to hiring decision, ensuring a seamless and professional candidate experience.
- d) Partner with hiring managers to develop and refine job descriptions and competency models (skillset) that facilitate effective selection.
- e) Oversee and continuously improve comprehensive onboarding programs, including
 - Orientation: introduce new hires to the organization's mission, vision, values and employment policies.
 - Compliance Paperwork: ensure timely and accurate completion of tax, insurance, and other employment and benefit-related forms.
 - Social Integration: facilitate team introductions and foster a sense of belonging.
- f) Measure onboarding effectiveness by tracking new hire satisfaction rates and engagement within the first 90 days.

2. RETENTION AND SUCCESSION PLANNING SUPPORT

- a) Collaborate with Talent Management Lead to identify and develop potential leaders, ensuring critical roles can be filled internally when needed.
- b) Create and administer development plans and programs for high-potential employees to prepare them for future leadership roles.
- c) Partner with HR leaders to analyse engagement data and recommend solutions to address turnover and improve employee satisfaction.
- d) Conduct and analyse exit and stay interviews to provide actionable insights that enhance retention strategies and inform decision-making.

3. TALENT ANALYTICS AND REPORTING

- a) Collect, analyse, and organize talent management data to support workforce planning and strategic decision-making.
- b) Develop and maintain interactive dashboards and detailed reports to track recruitment, retention and diversity, equity and inclusion (DEI) goals.
- c) Identify trends and recommend actionable solutions to address gaps or improve outcomes.
- d) Provide input on aligning talent strategies with evolving business needs.
- e) Support the Talent Management Lead in presenting data insights to senior leadership.

4. DIVERSITY, EQUITY, AND INCLUSION (DEI)

- a) Build relationships with diverse talent sources and community organizations to strengthen talent pipelines.
- b) Implement initiatives that promote a culture of inclusion, ensuring all talent management processes are equitable and bias-free.
- c) Partner with leaders to embed DEI principles into talent strategies and programs.

ROLE REQUIREMENTS

The position of Talent Management Officer is classified under Organizational Level Eight – Supervisory.

Minimum Education and Experience:

Bachelor's Degree in Management, Business Administration, Human Resources, Human Resources Management, or other closely related discipline, with three (3) years supervisory experience in Human Resources (internally, supervisory experience may include acting in a supervisory role).

OR

Associates Degree in Management, Business Administration, Human Resources, Human Resources Management, or other closely related discipline, with five (5) years supervisory experience in Human Resources (internally, supervisory experience may include acting in a supervisory role).

HR Certification or Designation such as PHR, SPHR, PHRi, SPHRi, SHRM-CP, SHRM-SCP are considered assets.

Abilities, Expertise and Knowledge:

1. Strong organizational and project management skills to handle multiple priorities efficiently.
2. Solid understanding of talent management frameworks, including recruitment, leadership development, and workforce engagement.
3. Solid understanding of change management principles, frameworks and methods.
4. Proficiency in HRIS systems and tools for talent management and reporting.
5. Analytical mindset with experience in workforce metrics to inform decision-making.
6. Clear, professional verbal and written communication skills.
7. Proven ability to work collaboratively with senior leaders, peers and cross-functional teams.
8. Expertise in conflict resolution, stakeholder management and change management.
9. Cultural intelligence and adaptability to support a diverse and inclusive workforce.

WORK EFFORT

1. Provide supervision and direction to HR professionals engaged in operationalizing and/or administrating talent management strategies.
2. Analyse and synthesize information to resolve complex human resources issues, consulting with HR leaders on matters beyond delegated authority.
3. Advise internal clients on talent management processes, procedures and requirements.
4. Continuously engage in formal and informal learning to maintain expertise in HR theories and practices.
5. Exercise significant independence and decision-making authority in delivering HR services within core areas of responsibility. However, there is limited authority to act where the action would result in organizational precedents or affect the way activities are delivered or the way policies are applied; consultation with and authorization from HR leaders is required prior to action.

WORKING CONDITIONS

1. Office-based role where applicable occupational health and safety considerations are addressed.
2. Travel outside the office may be required occasionally.
3. Exposure to confrontational situations, such as resolving disputes, may arise.
4. Navigate tight deadlines and time constraints, managing multiple open requisitions or initiatives simultaneously.

PERFORMANCE METRICS (KPIs for the role)

The following key performance indicators are critical to evaluating the effectiveness of the Talent Management Officer's contributions to talent management. They ensure alignment of efforts with organizational priorities and provide measurable indicators for success in achieving operational and strategic goals.

1. Time-to-hire and quality-of-hire metrics.
2. Retention rates post-onboarding.
3. Employee engagement and satisfaction scores.
4. Progress toward DEI goals.
5. Timeliness and accuracy of talent analytics reporting.

COMPETENCY MODEL

Proficiency Scale				
Level 1 Introductory	Level 2 Basic	Level 3 Proficient	Level 4 Mastery	Level 5 Authority
<i>Minimal demonstration of behaviors related to the competency.</i>	<i>Demonstration of behaviors related to the competency indicates potential for growth.</i>	<i>Demonstration of behaviors related to the competency indicates adequate strength to fully perform job role.</i>	<i>Demonstration of behaviors related to the competency definitively indicates a high level of development.</i>	<i>Demonstration of behaviors related to the competency indicates a very high level of development and serves as a role model for others.</i>

SUMMARY OF COMPETENCIES			
Competency Type	Competency Name	Definition	Minimum Level
CORE	Achieving Results	Maintaining consistent focus on the efforts necessary to achieve quality results in line with operational and strategic goals, objectives, and priorities.	Level 3
	Building Trust	Interacting with others in ways that inspire confidence in one's intentions and those of the organization.	Level 3
	Building and Maintaining Relationships	The ability to successfully establish and maintain reciprocal, high trust, harmonious working relationships that create value for others, support the achievement of role-related objectives and furthers the aims and objectives of the organization.	Level 3
	Effective Delegation	Allocating authority and autonomy to maximize the individual's contribution to organizational success.	Level 3
	Enabling Optimal Performance	Applying strategies and tactics that build the capacity, capability, and confidence of others to fulfil current and future job roles and responsibilities as effectively as possible.	Level 3
	Resilience	The ability to maintain stamina and performance under stressful conditions and rebound from setbacks and adversities.	Level 3
	Personal Credibility	Demonstrated concern that one be perceived as responsible, reliable, and trustworthy.	Level 3
	Providing Motivational Support	Skill at enhancing others' commitment to their work.	Level 3
FUNCTIONAL	Recruitment Strategy Design and Execution	Designing, implementing, and evaluating recruitment strategies that attract, assess, and hire high-quality talent aligned with organizational goals while ensuring a positive candidate experience.	Level 3
	Talent Analytics and Reporting	Collecting, analysing, interpreting, and presenting workforce data in a clear, actionable manner to support evidence-based decision-making, strategic workforce planning, and the evaluation of talent management initiatives.	Level 3
	Retention and Succession Planning	Designing and implementing strategies to retain key talent and develop high-potential employees for critical leadership or technical roles, ensuring organizational continuity and future readiness.	Level 3

SUMMARY OF COMPETENCIES			
Competency Type	Competency Name	Definition	Minimum Level
	Stakeholder Collaboration and Communication	Building effective partnerships with internal and external stakeholders to align talent management initiatives with organizational priorities, leveraging strong communication skills to influence and achieve shared goals.	
TECHNICAL	HR Information System (HRIS) Proficiency	Effectively using HRIS platforms to manage employee data, recruitment workflows, and generate reports that support talent management and strategic decision-making.	Level 3
	Talent Management Tools	Use of tools and platforms (e.g., Applicant Tracking Systems, onboarding platforms, succession planning software) to streamline the recruitment, onboarding, and talent development processes.	Level 3
	Workforce Analytics Tools	Use data visualization and analytics tools (e.g., Power BI, Excel) to analyse workforce data, identify trends, and provide actionable insights for talent management decisions.	Level 3
	Assessment and Selection Tools	Applying psychometric, competency-based, or technical assessment tools to objectively evaluate candidates' skills, aptitude, and alignment with role requirements.	Level 3