

JOB DESCRIPTION

Payroll and Employee Relations Officer

JOB DETAILS			
Position Title:	Payroll and Employee Relations Officer	Grade	12
Department/Division:	Human Resources Department		
Reports to:	HR Manager		
Supervises:	None		
Last Updated on:	September 2, 2026		

Job Purpose

The Payroll and Employee Relations Officer is responsible for supporting and managing three main services: monthly payroll, HR system(s) and employee relations activities across the university. The role serves as a key point of contact for employees and managers on HR-related matters, including HR policies and procedures, payroll, allowances, benefits and/or general inquiries. In addition to HCM system administration, NOCs, employment letters, and other HR services.

Main Duties and Responsibilities:

- Lead the monthly payroll processing in coordination with Finance team and assure accuracy of monthly paysheets and reports.
- Act as a primary point of contact for employees and managers regarding employee relations and HR-related matters.
- Provide guidance on HR policies, procedures, workplace practices, and employee concerns.
- Receive, discuss with management and lead processing employee grievances, complaints, workplace concerns, and conflicts as per policy.
- Report any employee(s) performance, attendance, conduct, and behavioural issues to the HR Manager and recommend suitable solutions.
- Maintain confidential and accurate records of employee relations cases.
- Monitor recurring employee relations issues and recommend appropriate solutions.
- Update and maintain accurate employee information on the HCM system.
- Ensure employee records and HR data are complete, accurate, and up to date.
- Support managers and employees with HCM-related queries and requests.
- Generate and maintain HR reports and employee data from the HCM system regularly.
- Support system updates, process improvements, and implementation of new automated HR services and functionalities where required.
- Prepare and issue employment-related documents, including employment letters, salary certificates, experience letters, confirmation letters, and other HR correspondences.
- Process and/or review No Objection Certificates (NOCs) for both employees and students in accordance with organizational procedures.
- Respond to requests for employment verification and other official employee documentations from banks and official entities as needed.
- Ensure documents are prepared accurately and within established service timelines and maintain appropriate records of documents issued to employees.

- Enter new employees' information on the HCM system accurately.
- Coordinate HR activities associated with employees exit and calculations of final settlements including end-of-service and assure timely payments processing.
- Assist managers with probation reviews and performance-related documentation.
- Support the implementation and communication of HR policies and procedures.
- Ensure HR practices and employee documentation are aligned with organizational requirements and applicable regulations.
- Assist with reviewing and updating HR procedures and employee guidelines.
- Support HR audits and compliance activities as required.
- Support employee engagement and workplace culture initiatives.
- Assist with employee surveys, feedback activities, and HR initiatives.
- Identify employee concerns and escalate complex matters to the appropriate HR leadership.
- Provide HR data and reports to management while ensuring confidentiality.
- Track employee-related requests and ensure timely completion.
- Perform other tasks and duties as assigned / needed to meet the requirements of the role and the goals of the Institute.

Required Minimum Qualifications

- Bachelor's degree in Human Resources, Management Information Systems, or related fields.
- Professional HR qualification such as CIPD, SHRM, or equivalent is an advantage
- Minimum of 2 years of experience in a similar / relevant position
- Strong knowledge of HR policies, procedures, and employee relations practices.
- Solid experience in HR computer systems and automated services, relevant IT background or professional certifications are a plus.
- Bilingual (English and Arabic) Languages Fluency at professional level (written and oral).
- Excellent communication and interpersonal skills, attention to details, and strong problem-solving skills are essential.
- Advanced organizational, planning, and multi-tasking skills.

APPLICATION PROCEDURE:

Please email your application to careersdubai@rit.edu and include the following items in your application:

- Subject line must include the source, your name and position you are applying for;
(Name – Employee Relations Officer)
- Cover letter detailing your technical/professional, teaching, and scholarship qualifications and achievements.
- Resume or curriculum vitae
- Contact information

Applications review will begin immediately and continue until a candidate is selected. Only shortlisted candidates will be contacted. For more information, please visit RIT Dubai website at www.dubai.rit.edu .