

“The Nation’s Bank”, **National Bank of Pakistan** aims to support the financial well-being of the Nation along with enabling sustainable growth and inclusive development through its wide local and international network of branches. Being one of the leading and largest banks of Pakistan, National Bank of Pakistan is contributing significantly towards socioeconomic growth in the country with an objective to transform the institution into a future-fit, agile and sustainable Bank.

In line with our strategy, the Bank is looking for talented, dedicated and experienced professional(s) for the following position in the area of **Human Resource Management** based in **Karachi**.

The individuals who fulfill the below basic-eligibility criteria may apply for the following position:

01	Position / Job Title	Senior Officer - HR Complaints (OG-II / OG-I)
	Reporting to	Wing Head – HRLC & ERD
	Educational / Professional Qualification	• Minimum Graduation or equivalent from a local or international university / college / institute recognized by the HEC of Pakistan, preferably in HR • Candidates having a Master's degree and / or HR certifications would be preferred
	Experience	• Minimum 02 years of work experience with at least 01 year in Human Resources • Candidates having experience of working in similar roles in financial sector would be preferred
	Other Skills / Expertise / Knowledge Required	• Good communication / interpersonal skills • Effective team player • Service orientated • Knowledge of MS Office applications • Understanding of HR functions
	Outline of Main Duties / Responsibilities	• To scrutinize, examine, and process employee complaints received from various quarters in strict compliance with applicable organizational policies, rules, and regulatory guidelines • To review and analyze fact-finding reports to identify gaps, inconsistencies, or deficiencies, and raise appropriate queries with investigators for clarification and completeness • To prepare concise case summaries, recommendations, and briefing notes for submission to the Competent Authority to facilitate informed decision-making • To maintain complete and updated records of complaints, correspondence, and case outcomes in an organized and confidential manner • To ensure timely follow-up and monitoring of complaint resolution processes in accordance with defined timelines and service standards • To liaise with internal departments, regional offices, and stakeholders for collection of information / documents relevant to complaint handling • To ensure confidentiality, impartiality, and procedural fairness during complaint review and investigation processes • To assist in preparation of management reports, complaint status updates, dashboards, and regulatory / compliance submissions, as required • To perform any other assignment as assigned by the supervisor(s)
	Assessment Test / Interview(s)	Only shortlisted candidates strictly meeting the above-mentioned basic eligibility criteria will be invited for test and / or panel interview(s).
	Employment Type	The employment will be on contractual basis for three years which may be renewed on discretion of the Management. Selected candidates will be offered compensation package and other benefits as per Bank’s policy / rules.

Interested candidates may visit the website **www.sidathyder.com.pk/careers** and apply online within 10 working days from the date of publication of this advertisement as per given instructions.

Applications received after due date will not be considered in any case. No TA / DA will be admissible for test / interview.

National Bank of Pakistan is an equal opportunity employer and welcomes applications from all qualified individuals, regardless of gender, religion, or disability.