

“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 Grievances (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 • 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 process and manage all categories of employee grievances received directly from employees or escalated through various organizational channels in accordance with applicable policies, procedures, and service standards • To conduct comprehensive fact-finding exercises by obtaining relevant feedback, documentary evidence, and comments from concerned Departments, Regions, Groups, and Stakeholders regarding grievances raised by employees • To examine grievance cases critically, identify gaps or discrepancies in responses / information received, and coordinate with relevant stakeholders for clarification and resolution • To prepare detailed case summaries, recommendations, and briefing notes for submission to the Competent Authority to facilitate informed and fair decision-making • To facilitate and coordinate the review process of individual Annual Performance Appraisal (APA) grievances received through the designated grievance portal / system • To process APA-related grievances in accordance with prescribed eligibility criteria, policies, and guidelines, including scrutiny and resolution of discrepant or exceptional cases through to final redressal • To maintain complete, accurate, and confidential records of grievances, case proceedings, supporting documents, and decisions for reporting and audit purposes • To ensure timely follow-up and monitoring of grievance cases to achieve resolution within defined turnaround timelines • To assist in implementation and enhancement of grievance process digitalization initiatives, automation projects, and system improvement measures • To coordinate with HR, IT, and relevant departments for effective functioning and continuous improvement of grievance management systems and portals

	• To prepare periodic reports, dashboards, trend analyses, and management updates related to employee grievances and APA cases • To ensure confidentiality, impartiality, and procedural fairness in handling employee grievances and related matters • 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.