

## Senior Manager, Human Resources

### Overview of reach52 and our work

reach52 is a fast-growing healthtech start-up working to enable sustainable, affordable health services for the 52% of the world who can't access traditional health facilities (such as pharmacies and clinics, etc).

We do this through training a network of community members who collect data on healthcare needs, coordinate and manage a range of community-level services (such as health awareness events, screening campaigns, etc – run with government, funded by private sector) and then order and manage the last-mile distribution of affordable products and services (such as medicines, insurance plans, and consumer health products).

This allows healthcare services and treatments from both public and private sector to reach further into communities, improving health outcomes and saving lives where services don't always get to; enabling health for all, through a sustainable social business model. We are headquartered in Singapore, work across the Philippines, India and Cambodia, have a small team in London, and are currently launching in Indonesia and Kenya. We have 50 in our core team, 3,000 agents in the field, 20 global private sector partners, 7,500 affordable health products in our marketplace, and support over 300,000 people access healthcare across our three current countries.

Going to work each day and creating new ways to positively impact people's lives is at the heart of what we do. To learn more about reach52, watch [this short video](#) or visit [our website](#).

### Overview of the role

As a fast-growing organisation, reach52 is seeking to hire an experienced Human Resource Lead to build a positive culture of fun, trust, impact and performance in reach52, across the various countries where we operate in. The candidate should thrive in a fast paced, robust environment and have the ability to both inspire as well as lead and mentor junior members in the team. and create and deliver a seamless and optimistic employee experience across the entire employee life cycle.

This role will focus on the development and creation of efficient hiring, recruitment, retention processes, policies and generally oversee the entire HR process in our growing organisation. The key KPI will be to hire new team members fast, onboard them, then enhance employee engagement and our company culture – making reach52 an amazing place or . He/she will have a direct impact in shaping the employee experience and operationalising it.

**Title:** Senior Manager, Human Resources

**Employment:** Full time contract, with probation period

**Start Date:** ASAP

**Location:** Singapore, Bangalore or Manila

**Reporting to:** COO

## Role scope and responsibilities

The core and responsibilities for this role will be:

- Driving the HR strategy for talent attraction, development, retention, complementing reach52's business strategy, roadmap and growth plans
- Prior knowledge designing and driving performance management programs, including OKR and 360-degree feedback frameworks
- Design and deliver robust programs and solutions to creatively solve business challenges in areas such as employee engagement, cohesion, resource optimisation, strong organisational cultural and change management
- Deeply understand hiring needs; partner closely with management team to develop sourcing and hiring strategies and successfully fulfill the business' recruiting needs
- Handle sensitive employee relations issues such as complaints, performance management and conflict resolution
- Advocate for and represent teams' needs to the management and senior leadership
- Review benefits program, including ESOP, manage performance appraisals and address issues or suggestions raised in employee satisfaction surveys
- Coach, mentor and manage the career development of the team, as well as help drive strong cross-functional relationships
- Manage employee engagement and collaboration activities
- Ensure legal compliance throughout human resource management
- Nurture a positive working environment

## Person specification

The ideal candidate will have:

- Approximately 5-10 years of experience in Human Resource and Management including building, leading, and evolving high performing teams
- Experience in multiple markets and operating in a regional HR capacity (to note, we operate in Singapore, UK, India, Philippines, Cambodia), e.g. in a BPO or regional company
- Modern HR mindset, believing in transparency, accountability, and a culture of growth and empowerment
- Start-up experience highly valued, especially building a high-performance tech startup
- Excellent interpersonal skills, including written and oral communication
- Strong project management skills, process improvement and leading cross-geographical teams to make an impact and deliver work on time
- Ability to deal with ambiguity at all times, and respond to changing priorities to derive positive long-term outcomes
- Passion to continuously learn, grow, develop and empower others
- Unquestioned integrity and a confident presence to effectively resolve sensitive issues
- Experience managing challenges of remote working (due to COVID) and proven ability to drive team outcomes, build a positive work culture and create impact across the HR spectrum

*Interested candidates may send in their CV and cover letter to [operations@reach52.com](mailto:operations@reach52.com)*