

HEAD, HR EMPLOYEE & EXPERIENCE

(HUMAN RESOURCES DEPARTMENT)

JOB RESPONSILITIES:

- Lead the Industrial & Employee Relations (IRER) and Talent Development teams, contributing to overall HR strategy and organizational growth, fostering strong stakeholder partnerships, and driving continuous improvement in HR processes and practices.
- Lead employee and industrial relations programs, ensuring compliance with the Employment Act and internal policies. Oversee grievance and disciplinary processes, drive initiatives that promote employee engagement, workplace harmony, and organizational effectiveness, and present IRER performance metrics and insights to senior leadership while liaising with legal, regulatory, and union stakeholders.
- Provide leadership in employee and industrial relations to ensure effective grievance and disciplinary resolution, support workforce strategies through HR business partnering, and maintain effective relationships with legal, regulatory, and union stakeholders.
- Drive strategic talent and learning initiatives by leading training, succession planning, and leadership development programs. Manage end-to-end programs, measure impact, and foster a culture of continuous growth and capability development.
- Direct and oversee operational HR services, including travel policy and arrangements, fleet allocation and maintenance, employee telecommunications, uniform and safety gear supply, and headquarters building management.
- Ensure HR operations and practices are aligned with the Employment Act, collective agreements, and internal policies and procedures.
- Monitor HR employee experience metrics and compliance risks and lead audits and reviews of HR processes and documentation.
- Participate in and maintain active networking at group and industry levels to ensure up-to-date market intelligence is available for analysis, benchmarking, and comparative studies.
- Ensure timely submission of HR reports, statistics, analyses, and case updates to Senior Management, EXCO, Board of Directors, and Group-level stakeholders.
- Perform any other duties as assigned by Management from time to time, in alignment with company goals and objectives.

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QUALIFICATIONS, EXPERIENCE & SKILLS:

- Bachelor's degree in Human Resources, Business Administration, or related field.
- Minimum 8 years of experience in HR, with at least 3 years in a managerial role.
- Good command of spoken and written English and Bahasa Malaysia.
- Proficient in Microsoft Office applications.
- Strong business report writing skills.
- Excellent communication skills to interact effectively with internal and external stakeholders.
- Strong time management skills with the ability to attend to and coordinate responses effectively.
- High level of integrity and professionalism.
- Strong attention to details.
- Effective information-seeking and analytical skills.

Kindly send your latest Resume with copy of certificates to:

HUMAN RESOURCES DEPARTMENT (Attn: HR Talent Acquisition)
PENANG PORT SDN BHD (HQ)
LEVEL 5, 5130 TERMINAL PENANG SENTRAL
JALAN BAGAN DALAM
12100 BUTTERWORTH
PULAU PINANG

or email us at recruitment@penangport.com.my by/before **21st January 2026.**