

TERMS OF REFERENCE

Human Resources & Administration Manager

Position Title	Human Resources & Administration Manager
Reports To	Chief Operating Officer
Department	Operations
Employment Type	Full-Time, Permanent
Location	Thimphu (initial posting). The duty station is subject to change based on organizational requirements and the evolving operational footprint of GIDC within the GMC.
Experience Required	7 - 10 Years
Date of Issue	13 th April 2026
Application Deadline	23 rd April 2026

1. Organizational Context

The Gelephu Investment and Development Corporation (GIDC) is the sovereign investment and development body of the Gelephu Mindfulness City Special Administrative Region (GMC SAR), established by Royal Charter under the mandate of His Majesty the King of Bhutan. GIDC serves as the investment arm of the GMC Authority (GMCA) and is fully owned by GMCA, with a mandate to own, operate, and originate investment opportunities in both local and global businesses that drive the growth of GMC and contribute to the broader economic development of the Kingdom of Bhutan.

GIDC commenced full organizational operations in early 2026 and currently operates with a lean, high-calibre core team. The organization is at a formative and dynamic stage of institutional development, combining the strategic mandate of a sovereign development entity with the agility and entrepreneurial drive of a startup. As GIDC continues to build its internal governance structures, systems, and operational capacity, the Corporation recognizes that establishing robust human resources and administrative functions is critical to attracting world-class talent, building a high-performance culture, and ensuring smooth day-to-day organizational functioning.

In this context, GIDC is seeking a highly capable, self-driven, and experienced HR & Administration Manager who will play a foundational role in building and institutionalizing the Corporation's people management and administrative systems from the ground up, consistent with international best practices and aligned with GMC's vision of mindful, sustainable, and transformative development.

2. Purpose Of The Position

The HR & Administration Manager will serve as the cornerstone of GIDC's internal operations, responsible for the full spectrum of human resources management and administrative functions. This

is a dual-role position that requires a generalist with deep expertise, an entrepreneurial mindset, and the ability to operate independently in an evolving organizational environment.

The incumbent will be expected to:

- Design, build, and operationalize GIDC's HR and administrative systems and frameworks.
- Manage day-to-day HR functions including recruitment, onboarding, performance management, employee relations and offboarding.
- Oversee all administrative and office management functions to ensure efficient organizational operations.
- Undertake additional responsibilities as the organization evolves and new needs emerge.

3. Roles And Key Responsibilities

3.1 Human Resources Management

Talent Acquisition & Onboarding

- Lead end-to-end recruitment processes including job analysis, job description development, vacancy advertising, applicant screening, interview coordination, selection and offer management.
- Develop and maintain a talent pipeline for critical roles in alignment with organizational growth plans.
- Design and administer comprehensive onboarding and orientation programs for all new hires.
- Ensure all recruitment practices are fair, transparent and compliant with applicable labor laws and equal opportunity principles.

HR Policy & Compliance

- Develop, review, and continuously improve GIDC's HR policies and procedures in line with national and GMC-specific labor legislation and international best practices.
- Ensure organizational compliance with all applicable employment laws, regulations, and statutory obligations.
- Maintain and regularly update employment contracts, offer letters and related HR documentation.
- Serve as the primary point of contact for all employee relations matters, grievances and disciplinary proceedings.

Performance Management

- Design and implement a fit-for-purpose Performance Management System (PMS) including goal-setting frameworks, appraisal cycles and feedback mechanisms.
- Support line managers in conducting objective performance evaluations and providing constructive feedback.
- Identify performance gaps and coordinate targeted capability-development interventions.
- Maintain performance records and contribute to decisions related to promotions, rewards, and succession planning.

Compensation, Benefits & HRIS

- Administer monthly payroll in coordination with Finance, ensuring accuracy and timeliness.
- Manage employee benefits programs including health insurance, provident/pension contributions, leave entitlements, and other statutory benefits.
- Conduct periodic compensation benchmarking to ensure GIDC remains competitive in the talent market.
- Establish and maintain an HR Information System (HRIS) or equivalent records management system for all employee data.
- Produce HR analytics, dashboards, and reports to inform management decision-making.

Employee Relations & Wellbeing

- Foster a healthy and respectful work environment, proactively addressing issues related to employee wellbeing, morale, and engagement.
- Manage and resolve workplace conflicts, grievances, and disciplinary matters in accordance with company policy and applicable laws.
- Organize employee engagement initiatives, team-building activities, and recognition programs.
- Develop and implement an Employee Assistance Program (EAP) or equivalent wellbeing support framework.

3.2 Administration & Office Management

- Oversee all day-to-day administrative operations to ensure the smooth functioning of the office environment.
- Manage vendor relationships, service contracts, and procurement of office supplies, equipment, and facilities services.
- Develop and maintain administrative policies and standard operating procedures (SOPs) for office operations.
- Coordinate logistics for meetings, conferences, travel arrangements, and corporate events.
- Maintain official corporate records, filing systems, and document management protocols in compliance with data protection standards.
- Support the preparation of board meetings, management committee meetings, and other formal governance proceedings including minutes and action-tracking.
- Liaise with government agencies, regulators, and relevant authorities for statutory filings, registrations, and compliance matters.
- Manage GIDC's asset register, including procurement, tracking, maintenance, and disposal of physical assets.

3.3 Strategic & Cross-Functional Support

- Contribute to organizational design, workforce planning, and change management initiatives as GIDC grows.
- Provide strategic HR advisory support to the COO and senior management on matters related to people strategy, organizational effectiveness and culture.
- Support the development and execution of GIDC's annual operational plan and budget from an HR and administrative perspective.

- Collaborate cross-functionally with Finance, Legal and operations teams to support integrated organizational objectives.
- Undertake any other duties and responsibilities as reasonably assigned by management in line with the evolving needs of the organization.

4. Qualifications And Experience

4.1 Educational Qualifications

- A Bachelor's degree (minimum) in Human Resources Management, Business Administration, Law, or a closely related field. (Required)
- A postgraduate degree (Master's level) in Human Resources, Business Administration (MBA), or Organizational Management is an advantage.
- Professional HR certification from a recognized body such as SHRM-CP/SCP, CIPD (Level 5 or 7), HRCI (PHR/SPHR), or equivalent is strongly preferred.

4.2 Professional Experience

- A minimum of 7 - 10 years of progressive professional experience in HR and/or administration roles, with demonstrated exposure to both functions.
- Experience in designing and implementing HR systems, policies, and processes from scratch or in an early-stage organizational context is highly desirable.
- Prior experience in the financial services, investment, development finance, or related sectors is an added advantage.
- Experience with multi-stakeholder environments or working in organizations with international exposure or standards is beneficial.

4.3 Technical Skills & Competencies

- In-depth knowledge of labor law, employment regulations, and HR compliance requirements.
- Demonstrated expertise in performance management systems, competency frameworks, and talent development methodologies.
- Proficiency in HRIS platforms and MS Office Suite (Word, Excel, PowerPoint).
- Strong analytical skills with experience in HR metrics, workforce data analysis and reporting.
- Sound understanding of payroll administration, compensation structuring, and employee benefits management.
- Knowledge of organizational development principles, change management, and DEI practices.

4.4 Core Competencies & Personal Attributes

- High degree of professionalism, personal integrity, and discretion in handling sensitive and confidential information.
- Entrepreneurial mindset with the ability to thrive in ambiguity, work with minimal supervision and adapt to a rapidly evolving environment.

- Excellent interpersonal and communication skills (both written and verbal), with the ability to engage effectively with staff at all levels.
- Strong organizational skills, attention to detail and ability to manage multiple priorities simultaneously.
- Collaborative team player who can also work independently and demonstrate sound judgment.
- Cultural sensitivity and the ability to work effectively in a diverse organizational environment.

5. Conditions Of Employment

The appointment will be on the following terms:

- **Employment Type:** Full-time, permanent appointment subject to a probationary period of [3 months].
- **Compensation:** Competitive remuneration commensurate with experience and qualifications, benchmarked against market rates. Details will be discussed with shortlisted candidates.
- **Work Schedule:** Standard office hours with flexibility required during critical business periods or as needed by the organization.
- **Confidentiality:** The incumbent will be required to sign and adhere to a Confidentiality and Non-Disclosure Agreement given the sensitive nature of the role.