



Title: People & Culture Manager

Work type: Two-year contract (full-time)

Industry: Financial Services (Housing Finance)

Location: St. Kitts & Nevis — on-site role; relocation assistance available. Preference for Eastern Caribbean nationals.

The Eastern Caribbean Home Mortgage Bank invites applications from suitably qualified professionals for the position of **People and Culture Manager**. The successful candidate will report to the Chief Executive Officer and lead the development and execution of the Bank's people strategy to strengthen culture, capability, and organizational performance.

JOB SUMMARY

The People and Culture Manager is responsible for shaping and implementing strategies and programmes across talent acquisition, employee experience, performance management, learning and development, compensation and benefits, and organizational effectiveness.

The role ensures that people practices, culture initiatives, and HR operations align with business priorities, regulatory expectations, and the Bank's long-term strategic objectives.

KEY RESPONSIBILITIES

People Strategy & Culture

- Lead the formulation, implementation, and monitoring of the Bank's People strategy to enhance employee value proposition and productivity.
- Identify cultural and employee-relations risks and recommend programmes, policies, and interventions to sustain a high-performance environment.
- Collaborate with the Chief Executive Officer and Department Heads to align people strategies with business needs and organizational goals.
- Design and implement initiatives that strengthen engagement, employee experience, and organizational culture.

Talent & Organizational Development

- Oversee talent acquisition, onboarding, development, retention, succession planning, and workforce planning processes.
- Conduct annual training needs assessments and ensure execution of capability-building and development plans.
- Support organizational design and change-management initiatives.



HR Operations & Governance

- Manage day-to-day HR functions including payroll, benefits administration, leave management, HR information systems, and employee lifecycle processes.
- Oversee compensation and benefits programmes, including health and life insurance, pension, and employee assistance initiatives.
- Coordinate and manage the performance management process across the Bank.
- Ensure HR policies, procedures, and practices comply with regulatory and governance requirements.

Analytics & Performance

- Provide data-driven insights on headcount, attrition, absenteeism, payroll, and key HR metrics to support decision-making.
- Track and report departmental KPIs and workforce trends.
- Manage the People & Culture budget to ensure investments align with business and operational priorities.

Leadership

- Lead and develop the People & Culture function to ensure delivery of high-quality HR services and best-practice employee experience.
- Undertake strategic HR projects from concept through execution within approved guidelines and targets.

QUALIFICATIONS & EXPERIENCE

- Bachelor's degree in Human Resource Management, Business Administration, or a related field.
- Professional HR certification (PHR, SHRM, CIPD, or equivalent) preferred.
- Minimum 5–10 years' progressive HR experience, including leadership responsibility across both strategic and operational HR functions.
- Demonstrated experience in HR compliance, audits, workforce planning, and organizational change initiatives.
- Experience working with HR metrics and performance indicators.

KEY COMPETENCIES

- Strong leadership and relationship-management capability.
- Excellent coaching, mentoring, and conflict-resolution skills.
- Deep knowledge of HR management principles and best practices.
- Proficiency in performance management frameworks and application.



- Working knowledge of HR information systems and analytics tools.
- Commercial mindset linking people strategy to business outcomes.

WHAT WE OFFER

- Team-oriented culture
- Competitive salary
- Professional development and continuing education
- Comprehensive health insurance benefits

Applications, including CV and relevant supporting documents, should be submitted to jobs@lci-inc.com no later than April 17th, 2026.