



*Training Course:
The HR Administrator's Role*

*2 - 6 August 2027
Kigali (Rwanda)*

Training Course: The HR Administrator's Role

Training Course code: HR3024 From: 2 - 6 August 2027 Venue: Kigali (Rwanda) - Training Course Fees: 6350 € Euro

Introduction

The role of the HR Administrator has evolved far beyond routine administrative support into a [critical operational and strategic enabler within modern organizations](#). Today's HR Administrators are expected to manage data intelligently, support decision-making processes, and contribute to organizational performance through efficient HR systems and practices.

This program provides a comprehensive understanding of how a [world-class HR function operates](#), highlighting the integration between HR operations, data analytics, recruitment, performance management, and workforce planning. It also introduces participants to modern HR frameworks aligned with global best practices referenced by institutions such as the Chartered Institute of Personnel and Development.

Participants will explore the [new HR organizational map](#), understand the increasing importance of HR data and predictive forecasting, and learn how to support and enhance HR efficiency through structured processes and technology.

Program Objectives

By the end of this program, participants will be able to:

- Demonstrate how a [world-class integrated HR function operates](#)
- Understand and communicate the [strategic value of HR within the organization](#)
- Analyze the three key human capital elements: [personality, competence, and performance](#)
- Utilize modern tools and techniques to [manage and analyze HR data effectively](#)
- Support HR processes such as recruitment, performance management, and training
- Enhance administrative efficiency through [process optimization and prioritization](#)
- Contribute to improving HR service delivery and organizational alignment

Target Audience

- HR Administrators and HR Assistants
- HR Coordinators and Officers
- Entry-level HR professionals
- Administrative professionals supporting HR functions
- Individuals seeking to build a career in Human Resources

Program Outline

Day 1: Understanding the Role of HR and Service Delivery

- The evolving role of HR Administration
- HR functions: current vs. expected performance
- Measuring HR effectiveness and service quality
- Aligning HR services with organizational needs
- Identifying internal customers and stakeholder expectations

Day 2: HR Structure, Strategy & Organizational Alignment

- The modern structure of HR departments
- The "new HR map" and key functional areas
- HR's role in supporting organizational strategy
- Enhancing collaboration between HR and other departments
- Tools and techniques for cross-functional coordination

Day 3: Recruitment & Performance Management Processes

- Recruitment as a strategic entry point to the organization
- HR Administrator's role in recruitment and selection
- Streamlining recruitment workflows
- Performance appraisal systems: purpose and effectiveness
- Measuring competencies and performance ratings
- Improving performance data collection and reporting

Day 4: Training, Rewards & Employee Relations

- Training coordination and administration processes
- Prioritizing and managing training activities
- Introduction to modern training frameworks and systems
- Compensation, benefits, and reward mechanisms
- Managing disciplinary and grievance procedures
- Case studies on employee relations challenges

Day 5: HR Data, Workforce Planning & Future HR Roles

- HR's leadership role in organizational processes
- Introduction to succession planning approaches
- Understanding human capital: "right people vs. more people"
- Fundamentals of manpower planning
- Leveraging HR data for decision-making and forecasting
- The future role of HR Administrators in strategic HR

Registration form on the Training Course: The HR Administrator's Role

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