

Nokukhanya Nolwazi Charlotte Mbatha, HR Generalist

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SUMMARY

Highly organised and detail-oriented HR professional with over 4 years of comprehensive experience across the full employee lifecycle, from recruitment and onboarding to performance management and offboarding. Proven ability to manage end-to-end recruitment, develop HR reporting, and ensure policy adherence. Seeking to leverage expertise in HR operations, compliance, and employee relations to enhance HR functions at Boardroom Appointments.

WORK EXPERIENCE

03/2026 – Present

HR Consultant

Deloitte Africa Talent

- Manages the full HR induction process for new employees.
- Facilitates comprehensive HR onboarding, covering Employee Value Proposition, retention strategies, performance review overviews, Key Performance Indicators (KPIs), and global performance experiences.
- Serves as the primary point of contact for new joiners following the recruitment phase.
- Conducts week-three check-ins with new employees to ensure smooth integration.
- Organises all probation meetings for new joiners and collates feedback from Engagement Managers.
- Provides monthly HR and recruitment reporting to stakeholders.
- Prepares schedules for mid-year and year-end round table discussions.
- Delivers performance review training for managers and employees on the year-end and mid-year review processes.
- Assists the HR Manager in preparing files for Industrial Relations (IR) hearings.
- Records minutes for Performance Improvement Plans.
- Offers guidance and interpretation of HR policies to employees concerning leave, ethics, and performance management.
- Oversees the offboarding process for fixed-term employees.
- Creates and maintains the company organogram on a monthly basis.
- Conducts exit interviews to gather feedback on employee departures.
- Leads the Global Business Services (GBS) process, ensuring timely completion of tasks such as payroll, employee verification, DTIC submissions, and site inspections.
- Handles non-complex IR matters, including panel outcomes and eLearning warnings.
- Manages the end-to-end recruitment lifecycle, from job advertising through to onboarding.
- Designs graduate recruitment plans and associated budgets.
- Processes employment equity deviations.
- Manages and facilitates the graduate recruitment process, including planning assessment centre days, interviews, background checks, and offer stages.
- Establishes and nurtures lasting relationships with the talent pipeline and clients, ensuring continuous engagement.
- Ensures adherence to all policies and procedures related to recruitment, compliance, and reporting.
- Takes full responsibility and accountability for the Smart Recruiters Applicant Tracking System (ATS).

- Verifies that all submitted candidates are of a high calibre and have undergone initial pre-screening and telephonic/face-to-face interviews.
- Manages all administrative aspects of graduate recruitment, including MIE background checks, reference checks, psychometric assessments, offer requests, and onboarding.

03/2024 – 03/2026

Junior Consultant (Recruitment and HR Admin)

Deloitte Africa Talent

- Delivers the complete onboarding experience for new joiners.
- Ensures all new joiner requirements are met, including assigning a buddy, providing a new joiner kit, issuing access cards, and confirming attendance at the first-day induction.
- Serves as the point of contact for new joiners post-recruitment.
- Organises probation meetings for new joiners and compiles feedback from Engagement Managers.
- Generates monthly HR and recruitment reports.
- Facilitates comprehensive HR onboarding, covering Employee Value Proposition, retention strategies, performance review overviews, KPIs, and global performance experiences.
- Conducts check-ins with new employees to monitor their integration.
- Collaborates with the HR Manager to prepare for mid-year and year-end round table meetings.
- Schedules all refresher training for People Leads on the year-end and mid-year review processes.
- Assists the HR Manager in preparing Industrial Relations (IR) hearing files.
- Records minutes for Performance Improvement Plans.
- Documents proceedings during formal performance improvement plan meetings.
- Provides HR policy and guidance to employees regarding leave, ethics, and performance management.
- Manages the offboarding process for fixed-term employees.
- Creates and updates the company organogram monthly.
- Conducts exit interviews in the absence of the HR Manager.
- Leads the Global Business Services (GBS) process, ensuring timely execution of tasks such as payroll, employee verification, DTIC submission, and site inspections.
- Handles non-complex IR matters, including panel outcomes.
- Arranges interviews for candidates.
- Participates in interviews during assessment centre days for graduate recruitment.
- Conducts candidate case studies as part of the selection process.
- Establishes and maintains strong relationships with the talent pipeline and clients, fostering ongoing engagement.
- Adheres strictly to all policies and procedures governing the recruitment process, compliance, and associated reporting.
- Assumes responsibility and accountability for the Smart Recruiters ATS system.
- Ensures that all candidates presented are of a high calibre and have successfully completed initial pre-screening and interviews.
- Processes employment equity deviations.
- Performs recruitment administration, including MIE background checks, reference checks, psychometric assessments, and requesting offers and Financial Services Regulation (FSR) documents.
- Sources suitable candidates for open positions.

09/2022 – 02/2024

HR Graduate consultant

University of KwaZulu Natal

- Acts as a strategic advisor to assigned business units on HR matters.

- Consolidates all training and development needs for designated business units.
- Compiles all succession planning data for the assigned business units.
- Prepares meeting agendas for interviews and board meetings.
- Utilises HR technology and systems, such as the ITS and EE TOOL, for analysing and interpreting HR data.
- Participates in interviews for Associate Professors, Professors, and Senior Lecturers.
- Manages the academic promotions and selection processes.
- Updates and maintains candidate CVs on the server.
- Serves as committee clerk for various committees chaired by the Dean and HR Manager.
- Compiles and distributes meeting minutes to relevant stakeholders.
- Facilitates the administration of workplace benefits, including pension funds.
- Manages the recruitment process, encompassing advertisement preparation, candidate shortlisting, interview participation, and onboarding.
- Compiles timesheets for office staff.
- Interprets HR Policies for staff and reviews them for alignment with the Constitution of South Africa.
- Participates actively in the Employment Equity committee.
- Compiles and administers all HR-related documentation.
- Demonstrates a thorough understanding of remuneration and benefits principles, policies, and procedures, and clearly explains them to employees and line managers.
- Ensures employees comprehend their compensation and benefits packages.
- Drafts Employment Equity (EE) and Salary deviations.

02/2022 – 08/2022

Trainee Lecturer
Berea Technical College

- Delivered lectures and developed learning materials for relevant courses.

10/2021 – 01/2022

People Operations Mentor (voluntary)
Culturelligence

- Mentored prospective interns, providing learning and development opportunities.

10/2020 – 01/2021

Customer Service Representative
Multichoice DStv (Contract)

- Assisted customers at the walk-in centre with DStv-related queries.

07/2021 – 09/2021

HR/ Peoples Operations intern
Culturelligence

- Participated in the recruitment process, including sourcing candidates, conducting interviews, and onboarding new hires.

11/2021 – 01/2022

Customer Service Representative
Multichoice DStv (Contract)

10/2021 – 01/2022

Sales Recruitment Agent
Scholtz Partners International

- Acted as an intermediary between organisations seeking to recruit staff and potential candidates.

EDUCATION

2021 – 2022	University of KwaZulu Natal Master's degree, MCom In HR Management
2019 – 2019	University of KwaZulu Natal Westville Campus BCom Honours, Human Resource Management
2016 – 2018	University of KwaZulu-Natal Howard College Bachelor of Social Sciences, Environmental management and Industrial Psychology
2011 – 2015	Adams College Grade 12

SKILLS

Sound understanding of key HR activities & employee life cycle	Understanding of policies & employment law
Microsoft Word	Excel
PowerPoint	Interviewing
HR Reporting	Investigative skills
Interpersonal skills	Time management
Organizational skills	Team-working ability
Presentation and facilitation skills	Customer relations
Attention to detail	Consultation skills

CERTIFICATES

NQF 5 in Banking and Fintech Financial Novia One Group	10/2020
NQF 6 Financial Markets and instruments Novia One Group	10/2021