

LAWRENCE DIFAS KIGANDA



HUMAN RESOURCE LEADER



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PROFESSIONAL PROFILE

Results-driven Human Resource professional with over five years of experience in HR management, employee welfare, and organizational development across HEALTHCARE, NGO, FMCG, and FINANCE sectors. Skilled in streamlining HR operations, ensuring compliance, and fostering staff engagement to support organizational goals. Adept at managing diverse teams, implementing HR systems, and driving strategic initiatives

KEY COMPETENCIES

HR Operations & Strategy

Recruitment & Talent Management

Employee Relations & Welfare

Compliance & Regulatory Management

HRIS (365HR Dynamics, Business Central)

Training & Development

Strong interpersonal skills

Proactive and self-motivated

Exceptional organisational skills

Succession Planning & Performance Management

Stakeholder Engagement

PROFESSIONAL EXPERIENCE

1. Human Resource Manager

Global Surgical Initiatives – Kyabirwa Surgical Centre

2024 – Present

Background: Global Surgical Initiatives operates Kyabirwa Surgical Centre, a non-governmental organization (NGO) hospital in Uganda dedicated to delivering holistic, world-class surgical care to underserved communities, emphasizing affordable healthcare, community impact, and operational excellence through a multidisciplinary team.

Responsibilities

Workforce Management: Oversee a diverse workforce of 120 direct employees, including clinical (surgeons, nurses) and non-clinical (administrative, support) staff, managing end-to-end HR functions such as strategic workforce planning, recruitment, onboarding, performance evaluations, and departmental restructuring to align with the centre's mission of accessible surgical care.

Benefits Administration: Design and administer comprehensive benefits programs, including allowances (housing, transport), leave (annual, maternity, sick), overtime, and compensation packages, ensuring transparency, equity, and compliance with labor laws to enhance staff satisfaction and retention in a high-pressure healthcare environment.

HR Budgeting: Develop, monitor, and manage annual HR budgets, optimizing resource allocation for staff training, welfare programs, recruitment, and operational needs, achieving cost efficiency while supporting the centre's resource-constrained operations.

Staff Development: Coordinate and facilitate robust staff development initiatives, including Continuing Medical Education (CME) for medical professionals, leadership training for supervisors, and team-building retreats, fostering a culture of continuous learning and collaboration to improve patient care outcomes.

Compliance Oversight: Ensure adherence to Uganda's employment laws, National NGO Bureau regulations, occupational health and safety standards, and data protection requirements, while managing staff licensing for medical practitioners to maintain regulatory compliance and operational legitimacy.

HRIS Management: Lead the implementation and management of the Human Resource Information System (HRIS) using 365HR Dynamics, Business Central, and OvertimeApp, ensuring accurate, secure, and compliant staff records management, including contract details, attendance, and performance data, in line with Uganda's Data Protection Act.

Stakeholder Engagement: Build and maintain strategic external relationships with medical scheme providers, training institutions, banks, labor offices, welfare service providers, and academic partners hosting intern programs, ensuring seamless support for staff benefits, training, and operational needs.

Labor Resourcing: Develop and execute labor resourcing strategies, managing staff covers for critical roles, coordinating expatriate specialists (including visa processing, ticketing, and airport pickups), and overseeing trainee and intern programs to support the centre's surgical training and capacity-building objectives.

Employee Engagement: Drive staff motivation through innovative initiatives, such as monthly birthday celebrations, annual end-of-year parties, performance recognition awards, and wellness programs, fostering a positive workplace culture that enhances morale and reduces burnout in a high-stakes healthcare setting.

Performance Management: Conduct annual and incidental staff appraisals, utilizing data-driven performance metrics to provide constructive feedback, set development goals, and align individual contributions with organizational objectives, while analyzing HR metrics (e.g., turnover, engagement, productivity) for senior management.

Strategic Representation: Act as the staff representative in management strategic meetings, contributing to organizational policy development, resource allocation, and long-term planning, ensuring employee perspectives are integrated into decision-making processes.

Grievance and Disciplinary Management: Oversee grievance and disciplinary processes, mediating conflicts, conducting investigations, and implementing resolutions in accordance with labor laws and organizational policies to maintain a harmonious work environment.

Succession Planning: Lead succession planning efforts, collaborating with department heads to develop Standard Operating Procedures (SOPs) and talent pipelines, ensuring operational continuity and preparedness for future leadership transitions.

Reporting and Analytics: Prepare comprehensive annual HR reports, synthesizing workforce trends, compliance status, budget utilization, and key achievements, providing actionable insights to guide senior management in strategic planning and operational improvements.

Special Projects: Manage special HR initiatives, such as staff loan applications with banks, external staff development programs, and compliance audits, ensuring alignment with organizational goals and regulatory expectations.

Key Achievements:

- Successfully migrated HR data to 365HR Dynamics, enabling staff self-service for leave and overtime, reducing administrative workload by 30%.
- Optimized overtime and redundancy processes, cutting overtime costs by 15% while improving staff performance.
- Restructured leave and absence plans, reducing reliance on staff covers by 20% and lowering associated costs.
- Enhanced staff compliance awareness through targeted training, reducing grievances by 25% and compliance-related expenses.
- Revamped HR contracts and documentation to meet legal and operational standards, improving audit outcomes.
- Implemented succession planning with SOPs for all departments, ensuring operational continuity.

2. Assistant HR Manager - Tasco Industries (Ria Group)

2021 – 2024

Background: Tasco Industries, part of the Ria Group, is a leading Fast-Moving Consumer Goods (FMCG) company in Uganda, employing approximately 1,000 staff, including permanent, casual, and expatriate workers, focused on producing and distributing consumer goods with an emphasis on operational efficiency and employee welfare.

Responsibilities

- Managed leave and overtime systems for a diverse workforce of 1,000 employees across multiple production and distribution facilities, ensuring seamless scheduling to maintain operational continuity.
- Administered staff welfare programs, including health benefits, recreational activities (e.g., yoga sessions), and employee support initiatives, improving retention rates.
- Coordinated training programs, including technical skill development, fire drills, and occupational health and safety workshops, enhancing workforce safety and productivity.
- Supported payroll management for casual and contractor staff, ensuring accurate and timely disbursements.
- Oversaw security operations, managing both in-house and contracted security teams to safeguard company assets and employees.
- Facilitated stakeholder relations with contractors, insurers, and regulatory bodies to support HR operations.
- Assisted in grievance management, mediating employee concerns and implementing conflict resolution strategies.
- Prepared HR reports for senior management, analyzing workforce metrics to inform strategic planning.
- Organized staff engagement events to boost morale and collaboration across departments.

3. Administrative Assistant - Liberty Life Assurance

2020 – 2021

Background: Liberty Life Assurance is a prominent insurance provider in Uganda, offering life and pension business services, focusing on financial security and client support through efficient agent and office operations.

- Managed agent operations, coordinated field reports, and tracked performance metrics.
- Handled client claims and managed office operations, including records, supplies, and guest relations.

4. Human Resource Intern -Ministry of Lands, Housing and Urban Planning - 2019

Background: The Ministry of Lands, Housing and Urban Planning is a Ugandan government body responsible for land management, housing policies, and urban development, employing structured HR frameworks to support public-sector operations.

- Supported HR operations, including employee records management and meeting coordination.
- Organized employee welfare programs and managed guest relations.

Education

- **Master's Degree** in Human Resource Management (Ongoing) -Makerere University
- Certificate of Proficiency in Life and Pension Business ITC | 2020
- Bachelor's Degree in Human Resource Management Uganda Christian University | 2017 – 2020
- Uganda Certificate of Education (UCE) Jinja College | 2015 – 2016
- Uganda Advanced Certificate of Education (UACE) St. Mary's SS Kitendel 2011 – 2014

Languages

English (Fluent)
Luganda (Fluent)
Lusoga (Fluent)

Hobbies

Adventure
Building relationships
Event planning and socializing
Stock market analysis

REFEREES

1.LAUREEN BABIIRYE

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2. DR. WAIBALE PAUL

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