



Career at ASA International

ASA SAVINGS AND LOANS LTD. GHANA

Job Title: GMC Head

Reports To: Group-GMC

Grade: WL 3

Who We Are

ASA Savings and Loan Limited, Ghana is a subsidiary of ASA International Group plc ('ASA International'). ASA International is one of the world's largest international microfinance institutions offering socially responsible financial services to low-income, primarily female entrepreneurs across Asia and Africa.

ASA International owns and operates microfinance institutions, including deposit-taking microfinance banks, in India, Pakistan, The Philippines, Sri Lanka, Nigeria, Ghana, Tanzania, Uganda, Kenya, Rwanda, Myanmar, Zambia, and Sierra Leone and has its head offices in Amsterdam and Dhaka.

ASA International is listed on the London Stock Exchange as a premium listed company.

Increasing financial inclusion and promoting the social and economic development of our clients and their communities is at the heart of ASA International's mission.

Job Purpose

The GMC Head is an independent position whose sole responsibility is to settle unresolved employee grievances that may have adverse impact on the effective operation of ASAI. The GMC Head is accountable for ensuring that both parties find the GMC mitigation process transparent, informative and thorough, whilst adhering to policy and thus regulations. She has to carry out her position's responsibilities in such a way that minimizes risk related with staff privacy and ensure that all disclosures & relevant data & documents will be handled seriously, treated as confidential and managed without fear of reprisal of any form upon any employee. She must adhere to all the requirements established by the GMC-Chairperson of Group-GMC at each stage of GMC functionality.

Work Schedule

- The Head GMC will work on a part-time basis, being present in the office for at least 8 days per month.

- The Head GMC must work at least 2 days per week and may be required to work a full day when necessary.
- The Head GMC may visit a Branch or Area Office in instances where a direct complaint or appeal has been lodged by a staff member, as applicable.

Key Deliverables & Responsibilities

- Employee complaint or appeal and Direct Complaint must be opened by the GMC Head.
- Immediately forward all the received Appeals, Direct Complaints, and Complaints reported in GMC-Entity to GMC-Group for further guidance and to ensure adherence to GMC-Group guidelines during the mitigation process.
- Maintain confidentiality in GMC activities and follow respective Entity manuals and Country Labor Law for upholding justice.
- Send the following monthly GMC reports as per the approved format within the allotted time.
- “Monthly Meeting & Appeal Report Format” (Two monthly meeting reports as per the “Monthly Meeting & Appeal Report Format” are to be sent to GMC-Group. These reports are about the scrutinization and summarization of the received complaint/appeal.
- “Monthly Complaints follow-up report” (Annex-3)- This report contains employees' complaints' updated status.
- “Punishment Report” - This report scrutinizes whether the taken actions of management against staff for offences are compliant with the respective entity's manual or not.
- “Quarterly reports on Appeals & Direct complaints- This report is about the final status of the received appeals and Direct Complaints.
- Manual review- Scrutinization of differences in key practices between the HR manual and Labor law regarding such as: termination, demotion, promotion, increment held, penalty, transfer, and others.
- Lead the GMC session as the resource person in the orientation program, training session, exit interview, and online training session that will be set by HR of the respective entity.
- Follow and adhere to the GMC policy, procedure, and instructions of the Group GMC Chairperson.
- Conduct physical visits to the respective Entity branches related to the grievance, if needed, after receiving guidance or instructions from Group-GMC.

Requirements and Qualifications

Education

Bachelor's or master's degree in management or law

Experience

Extensive experience (10-15 years) in managerial roles (priorities for retired female professional).

Skills and Competencies

- Excellent verbal/writing communication skills in English.
- Ability to handle stressful situations with grace and professionalism.
- Strong communication and interpersonal skills.
- Excellent problem-solving and conflict resolution abilities.
- Track record of delivering excellent results in leadership roles and commanding respect.
- Ability to analyze data and identify trends in staff complaints.
- Knowledge of relevant laws and regulations of the respective entity.

Essential Values, Behaviours and Skills:

- Self-Driven with a zeal-to-do approach.
- Excellent team player with a positive attitude.
- Meticulous, attention to detail, and ability to meet deadlines.
- Strong understanding of country laws.
- Strong moral & ethical values and good physical & mental health with strong integrity.
- Ability and willingness to visit branches as and when necessary.

Salary & Benefits:

Competitive

Job duration

One (1) year

Job location

ASA Savings and Loans Ltd. Ghana

How to apply: Apply with a detailed CV and cover letter. Applications should be sent to: jobs.aslc@gmail.com

Please include "GMC Head" in the subject line of the email.

The closing date for all applications is July 31, 2026.

Only shortlisted candidates will be contacted.

We stand for inclusion & diversity. Therefore, we warmly encourage everyone to apply, regardless of gender, background, ethnicity, age, religion, etc. Qualified women are particularly encouraged to apply for this position