



## Meet our leader in HC Operations

### Description

**Cokisa Titi, GM: HC Operations, shares with us what her role entails and how her team is helping the business build a pipeline of sustainable leadership in challenging economic times.**

#### **Q: What is the main function of your business unit?**

**A:** I look after Human Capital (HC) Operations, which comprises HC Business Partners. As a client-facing role, we're responsible for providing the entire human resource value chain's day-to-day services. We do this by working with the business to co-create the fit-for-purpose people solutions our business needs and implementing the achievement of business goals.

We are responsible for the planning and implementation of HR strategic focus areas, which includes (but is not limited to) talent management, building leadership bench strength, recruitment and retention, increasing employee experience, transformation, diversity, equity and inclusion.

#### **Q: Which teams fall under HC Operations?**

**A:** It is all the HC Business Partners and HR Officers who support the various Business Units across the organisation. [Click here](#) for an organogram.

#### **Q: What would you like employees to know that you think is misunderstood or unknown about your function?**

**A:** I wouldn't say misunderstood, but I think it's important for employees to know that our role as Human Capital is to strike the balance between enabling the business to achieve its objectives by ensuring we have the right people, with the right skills, at the right time, and ensuring that the leaders provide a work environment that is conducive to employees excelling in their different roles. A very important part of our role is to be the conscience of the business.

**Q: What keeps you up at night – the biggest challenge or priority that you’re working to resolve before the end of the year?**

**A:** Many organisations, including ours, are still adjusting in a post-Covid world. The economic climate in our country continues to pose challenges for individuals.

There are key people priorities that keep me up at night, like winning the war for talent by attracting and retaining skills; developing our leaders and people to future-proof our organisation; helping leaders to embed a culture that’s underpinned by our values to ensure we give our employees a great employee experience as a recognised Top Employer in SA.

However, the wellbeing of our people is probably the one challenge that stays top of mind.

For our organisation to be successful, we must ensure that our people are empowered, enabled and healthy in all aspects of their lives. In this way, they are able to show up as their best selves for our members, clients and stakeholders. Great strides have been taken to educate and empower our people with resources to manage their wellbeing, and this will continue to be a priority.

**Q: Any big projects in your space that you’d like employees to be aware of?**

**A:** Most colleagues may have seen the recent Connexion update that AfroCentric has been verified as a Top Employer in Africa. This is very exciting news for our organisation. It gives us a great yardstick for what we have achieved as a recognised Top Employer in Africa and shows us where to continue to improve to ensure that our employees, no matter which part of our business they are in, share a similar employee experience.

The Sanlam integration also provides exciting opportunities for us to be part of the largest insurer in Africa, opening endless opportunities for learning and talent mobility.

**About Cokisa**

- **Designation:** GM: HC Operations
- **Business unit:** Human Capital
- **To unwind:** Cokisa enjoys reading fiction, especially African fiction.
- **Family ties:** She’s been married to Siya for 11 years and they have a son, Sithwa (8), and daughter, Yami (6).
- **On Cokisa’s playlist:** It’s a very random list that changes quite frequently. At the moment Cokisa is enjoying a combination of Westlife, Ed Sheeran, AKA, Coldplay and Joyous Celebration.
- **Favourite TV programme, book or movie:** **TV** – a toss-up between The Big Bang Theory, Modern Family and Friends| **Book** – The Hlomu series by Dudu Busani-Dube | **Movie** – Me Before You (which is also a favourite book ?).

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