

Safer above. Safer beyond.



Building safer skies together.

Manager
Performance Management
Location: Putrajaya

Eligible candidates are encouraged to apply for the aforementioned position by submitting the application form, resume, academic qualifications and supporting documents via www.caam.gov.my/resources/announcements/career/. Kindly note that only applications submitted through **CAAM website** will be considered.

Application deadline is on **20th December 2025, at 11:59 p.m.**

*Recruitments are subject to vacancies, and only candidates who have been shortlisted for an interview will be contacted.

MANAGER PERFORMANCE MANAGEMENT

Job Description

To lead and manage the Performance Management function in CAAM, ensuring alignment of divisional and individual goals with CAAM's strategic objectives. The role drives effective appraisal processes, KPI monitoring, competency development, and continuous improvement of performance systems to business and operational excellence.

Key Responsibilities:

- Lead performance planning and the development of KPIs/work objectives for all CAAM divisions, including technical (ATC), corporate, and regulatory functions.
- Manage the annual performance appraisal cycle, encompassing goal-setting, mid-year reviews, year-end evaluations, calibration sessions, and compliance with CAAM policies and standards.
- Maintain and update the competency framework to ensure alignment with organisational strategy and workforce requirements.
- Analyse individual and organisational performance data and prepare reports for senior leadership.
- Provide training and guidance to supervisors and staff on all matters related to performance management.
- Recommend performance improvement interventions and link insights to training and development plans.
- Administer and monitor Performance Improvement Plans (PIPs) for employees with performance gaps.
- Communicate and coordinate performance cycle timelines, requirements, and expectations across all levels of the organisation.
- Promote a fair, consistent, and transparent performance management culture across CAAM.

Qualifications for Appointment

Candidates must possess the following criteria:

a) Citizenship

- Malaysian citizen.

b) Academic & Professional Qualifications

- A Bachelor's degree in Human Resource Management, Business Administration, Organisational Development, or any related field from a higher education institution recognized by the Government, or an equivalent qualification.

c) Additional Requirements

- At least seven (7) years of experience in HR/Performance Management.
- At least three (3) years of experience in a managerial role.
- Strong knowledge of performance appraisal systems, calibration, and performance metrics.
- Deep understanding of competency frameworks, KPI development, and role profiling.
- Skilled in stakeholder engagement and providing advisory support to senior leaders.
- Excellent analytical, facilitation, and communication skills.
- Ability to manage sensitive performance matters (appeals, grievances, underperformance) with fairness and transparency.