

**JOB DESCRIPTION**

**POSITION:** People & Development Manager

**DEPARTMENT:** Human Resources

**DIRECT REPORT:** General Manager

**DOTTED LINE REPORT**: Head of People and Learning

**RESPONSIBLE FOR:** Human Resources Office

**ORGANISATION CHART**

**PURPOSE**

To provide a full Human Resource support to the Hotel at business, department and individual level ensuring the achievement of organisational objectives. To promote good HR practice throughout the organisation and develop all employees to realise their full potential therefore aiding staff retention and the best possible service to our clients.

**MAIN ROLE**

* To coordinate all day to day Human Resources activities to include recruitment, employee relations, HR administration, HR systems and process, training and on-boarding
* To be an ambassador of the company by promoting outstanding employment practice, offering coaching and guidance where needed supporting all operational departments with all people affairs

**MAIN RESPONSIBILITIES AGAINST OUR FIVE NON-NEGOTIABLES**

**Creating Happiness in Amazing Places**

* To provide a first class HR service to the Hotel. To ensure the hotel is manned with the best in the business so that they may create and deliver happiness in amazing places.

**EXCLUSIVE PEOPLE**

**General Human Resources**

* Management of all day to day HR administration to include, letters, forms, spreadsheets, filing etc
* Day to day maintenance of and data input onto the HR System ‘Snowdrop’.
* Maintenance of HR files ensuring they are up to date and compliant, both electronic and paper based.
* Support with the administration of any payroll information alongside the Finance and Payroll departments
* Compilation of monthly HR reports for the property to include labour turnover, holidays, absence, training etc.

**Recruitment**

* Manages the day to day recruitment requirements of the property to include; ATRs, advertisements, short-listing, screening, and interview support to HOD and in conjunction with the Applicant Tracking System.
* Maintains the recruitment database, including applicant response and any data input
* Ensures that all recruits have full reference checks and that these are followed up if necessary
* Ensures full legal right to work of all employees and any risks are identified and eliminated
* Employment offers and all associated paperwork

**Welfare**

* Oversee staff facilities and ensure they are monitored and kept in line with company procedure.
* Manage the staff accommodation, employees leaving and starting as well as the maintenance and general upkeep on a day to day basis.
* Oversee the staff Consultative Committee encouraging participation and supporting any activities as decided.
* Encourage an ‘open door’ policy for all employees to be able to feel comfortable in discussing any grievances whether personal or relating to their employment.

**Learning and Development**

* Work with the Training function to ensure the best development of the employees for the role.
* Ensureall Health, Safety and Fire training for all Employees is conducted and within legal and companyguidelines.
* Carry out Induction on a regular basis, ensuring allNew recruits attend.
* Facilitate any training required throughout the Hotel.
* Co-ordinate attendance at training courses and liaise withexternal providers where relevant.
* Monitor the training undertakenand measure its success ensuring that individual, department and business needs are met.

**Compensation and Benefits**

* Assists with regular communication of all employment benefits on property
* Processing and administration of annual and intermittent pay reviews
* Assist GM with producing bonus letters as required
* Assists with the organisation of any employee events
* Manages the on property Recognition scheme
* Management and recording of monthly loyalty awards

**Employee Development**

* Ensure that alljob chats are undertaken on a regular basis.
* Work with the HOD’s and General Manager, to ensure that all outcomes of developmental activities identified, are carried out, evaluated and monitored.

**Employee Relations**

* Provides a sounding board for employees who may need to discuss personal issues, and maintains confidentiality at all times.
* The provision of an employee relations advisory service to HOD’s to manage employee performance.
* Carry out investigations/disciplinary/grievance meetings as required
* Day to day management of and administration of any employment relations issue on property. Ensuring full communication to the Group Recruitment Manager or Group HR Manager and escalation where necessary
* Ensures that all leavers complete an exit interview and that details are complied to assist the hotel retention strategy.
* The welfare of all employees ensuring that all staff facilities are monitored and kept in line with company procedure and policy.
* Organising and participating in the staff Committee for the hotel.

**Increase Revenue and Improve Profit**

* Work alongside HODs to implement strategies to reduce labour turnover and improve retention
* Work with the Group Training Manager to produce an ongoing training needs analysis which recognises the requests and requirements of the team with the aim of building a more effective, productive and resourceful workforce.

**Strong Brand**

* Performs other related tasks as assigned by management.
* Ensure that all employee notice boards are up to date and accurate and that all necessary information is displayed.
* Complies with Exclusive Hotels *and* Venues policies and procedures
* To participate in HOD meetings and promote HR activities/policies
* Participation in group HR meetings held across property

**HEALTH AND SAFETY**

* To be aware of and comply with safe working practices as laid down under the Health and Safety Act as applicable to your place of work. This will include your awareness of any specific hazards at your work place.
* The wearing of appropriate protective clothing provided by or recommended by the Company will be obligatory.
* To report any defects in the building, plant or equipment according to hotel procedure.
* To ensure that any accidents to staff, guests or visitors are reported immediately in accordance with correct procedures.
* To attend 6 monthly Statutory Fire, Health & Safety training and to be fully conversant with and abide by all rules concerning Fire, Health & Safety.
* To be fully conversant with:

The Hotel Fire and Bomb Procedures

The Hotel Health and Safety Policy Procedures

Departmental Food Hygiene Regulations

C.O.S.H.H. Regulations

Staff Handbook

**GENERAL**

**Group Involvement**

With direction from the Head of People and Learning:

* Meet regularly with the HR team within the Group to ensure HR practices are followed, are updated and communicated across the Group.
* Participate in any activities or meetings as directed by the Head of People and Learning.
* Assist in Group training and development practices when and if required.
* Any other duties as deemed necessary by senior managers.
* Attend any other meetings as required.
* To ensure that all managers are kept up to date with ongoing changes in employee legislation.
* Display a professional image of Exclusive Hotels *and* Venues by delivering the company values and demonstrating the courtesy standards and non negotiables at all times.
* Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance.
* To attend all training courses as and when required.
* Performs all duties and responsibilities in a timely and efficient manner in accordance with established company policies and procedures to achieve the overall objectives of this position.
* As the hotel’s level of business varies considerably, there is a need for flexibility in attitude, approach and working hours.
* The above description is not to be regarded as exhaustive. Other tasks and responsibilities of a broadly comparable nature may be added on a temporary or permanent basis, as appropriate.
* Assist fellow employees to perform similar or related jobs as and when necessary.
* Ensure guest satisfaction by performing such duties as attending to their requests and enquiries.
* Courteously and effectively accept changes or additions in work hours which are necessary for the maintenance of uninterrupted service to hotel guests.
* Continuously endeavour to improve the knowledge of the job.
* Undertake Duty Management shifts.
* Perform any related duties and special projects as designed.

**Skills & Experience Required**

* 5 years experience within a generalist HR role at a minimum of HR Officer level
* Ideally with some experience of training
* 1-2 years operational experience within Hotel & Catering Industry or similar
* Competent in Word, Excel, PowerPoint with good organisation and administration skills
* Working knowledge of employment law and evidence of recent legislation.
* CIPD qualified or part qualified or desire to work towards qualification
* Excellent personal presentation and communication skills.
* Clean driving licence, own car
* Flexible

**NOTE**

This document reflects the job at time of writing and will be subject to periodic change in light of changing regulatory, operational and environmental requirements. Such changes will be discussed with the job holder and the job description amended accordingly.

I have read and fully understand and accept all elements listed in this job description and understand that a signed copy will be kept on file in Human Resources.

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Employee Name (print) Date

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Employee Name (Signature)