



Job Description

Job Title: HR/Office Manager

Department: Central

Reporting to: Commercial Director

Summary of Role:

The role will provide a proactive and effective Human Resources support and administration to meet business needs, including the provision of advice to Managers on all HR issues. It is a critical part of the role to deliver all functions with agreed deadlines.

In addition, take responsibility for management of the offices and the business premises' facilities ensuring that employees are provided with a quality working environment and that the business will comply with its legal requirements for the facilities.

Key Accountabilities / Activities:

- Provide a comprehensive personnel service to Managers and employees in line with best practice and Company policies and procedures.
- To maintain, update and monitor accurate employee files, including the HR database, including attendance, time keeping and holiday records ensuring compliance with Data Protection, Immigration and Asylum legislation. Produce regular and ad-hoc reports and analysis on key HR data including absence and staff turnover.
- Advise on employment law and best practice (based on up to date knowledge).
- Work to improve managers' knowledge and delivery of performance management, employee relations, recruitment and employee management and development.
- To develop and administer an effective recruitment, starter, retention and succession programme.
- To develop and administer an effective staff training plan within agreed budgets
- Proactively develop an exciting and cost effective staff benefits package maximising the relationships (and generating new ones) with hotelshopuk suppliers and local companies
- Work with our Sales Team in developing new business inputting into tenders and attending presentations as required.
- To liaise with accounts regarding payroll documentation, P45, Bank details, time sheets, maternity and paternity leave, and leaver information.
- To raise all documentation for disciplinary procedures and to attend and accurately minute investigations and disciplinary or grievance hearings as required giving appropriate advice.
- Work with the Quality Manager to ensure that DELIGHT is promoted throughout the company and externally via the website and other media.
- Ensure the company is compliant with the Health & Safety at Work Act 1974

- Responsible for organising all the administrative activities that facilitate the smooth running of the offices including the overseeing of the entry and exit process into the building (keyholders).
- Manage all regular and ad-hoc maintenance and repair work and ensure that where possible it is carried out to ensure uninterrupted flow of work and that the works are carried out to a safe and satisfactory level. All works to be reviewed to assess any impact to the business. This to include Fire Alarm, Intruder Alarm, Emergency Lighting, Fire Extinguishers and PAT Testing. Business critical repairs to be actioned within 48 Hours of the fault being reported.
- Maintain office supplies

Health & Safety

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974.
- To demonstrate a working knowledge of fire prevention and to follow the hotel evacuation plan on hearing the alarm.
- To be security conscious with respect to /staff/ property/welfare and to report suspicious circumstances to your Manager.

General duties

- To familiarise yourself with your departmental standards of performance and to be able to demonstrate their application.
- To maintain a high standard of personal hygiene and grooming at all times.
- To co-operate and communicate with colleagues and Management to ensure effective department teamwork and high morale.
- To attend any meetings, training sessions or courses that may be beneficial to you and your department.
- To follow any procedures set up for energy conservation.

Hours of work

40 hours a week 9.00-5.30pm Monday to Friday

Flexibility

Due to the nature of the business, a degree of flexibility is required both in terms of working hours and in the performance of certain tasks not specifically referred to above.

Person specification

Criteria	Essential	Desirable
Qualifications	GCSE English & Maths CIPD Certificate - Level 3	Full CIPD level 7 qualified or working towards the qualification.

Criteria	Essential	Desirable
		Health & Safety qualification
Attainments/competencies (list as required)	<p>Computer literate Proven HR administration experience with a good telephone manner</p> <p>Knowledge of Microsoft Office, particularly Word, Excel, PowerPoint</p>	<p>Knowledge of CRM system Logical and organised. Strong generalist HR experience within an HR environment at HR Officer level</p>
Previous experience	At least 2 years' experience in a similar role	<p>Team worker Knowledge of Payroll processes</p>
Experience required	<p>Excellent communicator at all levels (verbal & written)</p> <p>Good relationship builder</p> <p>Effective time management</p>	<p>Experience with problem solving Planning and organising Proactive</p>
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	<p>Have a positive attitude Customer focussed: external and internal Be flexible in their approach and be able to prioritise work Positive attitude Excellent attention to detail</p>	<p>Ability to communicate confidently with colleagues, third parties and senior managers; adjusting communication style as appropriate.</p> <p>Ability to work on own initiative and to tight timescales when necessary</p> <p>Have good commercial awareness Creative thinker</p>

Criteria	Essential	Desirable
Physical abilities, circumstances, but only if a justifiable requirement for the job	n/a	n/a

Company Values

Delight Principles

Dedicated

To excellence in customer service

Enthusiastic

Have passion for everything that we do

Likeable

Friendly and fun

Improving

Always seeking to enhance the quality of everything we do

Giving

Generous and warm hearted

Hungry

For success

Teamwork

Communicate at all times

If you would like to apply for this role please send a covering letter and CV to rhian.garbett-edwards@hotelshopuk.com