

## JOB DESCRIPTION

JOB TITLE: People Manager

REPORTING TO: Head of Hotels People Operations

WHAT WE DO: At the Athenaeum Hotel, our purpose is to (re)create a magical haven in a frenetic world, through our values of Creative, Ambitious, Respectful, and Ethical. Our employees across the business helped to create our values, and they are at the heart of everything we do.

### JOB PURPOSE:

- Responsibility for the day-to-day people management operations in the hotel overseeing all people solutions and initiatives.
- Responsible with the Head of Hotels People Operations for:
  - Ensuring the hotel retains the best people through committing to a culture of performance management and continual development and learning
  - Fostering a positive workplace culture that values and celebrates diversity, ensuring equal opportunities and creating an inclusive environment for all employees
  - Ensuring a robust market leading Health and Wellbeing Strategy, including emotional, financial, and physical wellbeing, and which evolves with current trends
- Managing and optimizing the use of technology and systems integrations to support all people
- Responsibility for all employee relations, policies and compliance within people function

### ACCOUNTABILITIES:

#### People Operations

- Provide a comprehensive support service to both management and staff within the hotel in respect to all day-to-day people concerns.
- Maintain an interactive communications network with SLT and HODs to assist with the achievement of business goals and objectives.
- Ensure all day-to-day activities are handled in an efficient, timely manner.
- Manage the workload of the People Coordinator, supporting where appropriate and providing guidance with prioritisation.

#### People Development

- Responsible for fostering the growth and continuous improvement of employees within the hotel.
- Liaise with the Head of Hotels People Operations, SLT & HODs to establish training needs within the property to ensure we offer platforms that provide focused,



individual and needs driven development to close the training and development gaps.

- Identify training needs through assessments, surveys, and performance evaluations.
- Create and implement career development programs to support employees in advancing their careers within the organisation.
- Provide guidance on career paths and opportunities for skill development.
- Develop and implement succession plans to ensure a pipeline of talent for key roles, identifying and supporting in developing potential leaders within the organisation.
- Collaborate with Head of Hotels People Operations to integrate learning and development initiatives with performance management processes.
- Monitor and evaluate the effectiveness of development programs.
- Promote a culture of continuous learning and improvement.
- Conduct skills assessments and gap analyses to identify areas where employees need additional training and development.
- Support the Head of Hotels People Operations to develop, deliver and embed training.

## Retention

- Responsible with the Head of Hotels People Operations for ensuring the property retains the best people through committing to their continued development and other initiatives.
- Support prevailing Management and Graduate programmes through training and development, monitoring the programme to ensure it consistently adds value to the business, mentoring individuals as appropriate.
- Work with the Head of Hotels People Operations to identify ways of retaining people through employee engagement, measurement of surveys and providing initiatives and suggestions as appropriate.
- Work with Heads of Department to improve individual departmental people KPIs through providing advice and guidance for improvement.

## HR Technology

- Lead the implementation of HR technology systems, such as HRIS (Human Resources Information System), ATS (Applicant Tracking System), LMS (Learning Management System), and other relevant tools.
- Ensure seamless integration between different HR systems and other organisational systems (e.g. payroll, finance).
- Oversee the day-to-day administration of HR systems and conduct regular audits, ensuring data accuracy, security, and compliance with relevant policies and regulations, including data protection and privacy.
- Manage user access, permissions, and roles within HR systems.
- Develop and execute a technology strategy aligned with people and organisational goals.
- Stay informed about emerging HR technologies and trends, providing recommendations for continuous improvement.
- Conduct training sessions for end-users to ensure effective utilisation of HR technology systems.
- Work with stakeholders to identify key performance indicators (KPIs) and create dashboards for monitoring HR metrics and HR analytics tools to generate reports and insights for informed decision-making.



- Identify opportunities for process improvement and automation within HR processes, streamlining workflows and enhance efficiency through technology.

### Diversity and Inclusion

- Work alongside the Head of Hotels People Operations to develop and implement diversity and inclusion strategies and initiatives aligned with the organisation's goals.
- Collaborate with Head of Hotels People Operations to integrate diversity and inclusion principles into policies, processes, and practices.
- Conduct assessments and analyse data to identify areas for improvement in diversity and inclusion efforts.
- Provide guidance and support to departments to ensure diverse and inclusive recruitment, hiring, and retention practices.
- Design and deliver training programs on diversity, equity, and inclusion for employees at all levels.
- Facilitate communication and awareness-building initiatives to foster an inclusive workplace culture.
- Act as a resource and point of contact for employees regarding diversity and inclusion matters.
- Monitor and evaluate the effectiveness of diversity and inclusion programs and make recommendations for continuous improvement.

### Health and Wellbeing

- Design, implement, and manage comprehensive health and wellbeing programmes to support employees' physical and mental health.
- Collaborate with cross-functional teams to integrate wellbeing initiatives into the company culture.
- Provide resources and support for employees dealing with stress, anxiety, and other mental health challenges.
- Organise workshops, seminars, and training sessions on mental health awareness and coping strategies.
- Liaise with healthcare providers to offer preventive care and health education to employees.
- Develop policies and practices that promote a healthy work-life balance.
- Implement flexible work arrangements and time-off policies to support employee well-being.
- Manage and promote employee assistance programs to provide confidential counselling and support services, ensuring employees are aware of available resources for personal and professional challenges.
- Develop and execute communication strategies to keep employees informed about wellbeing initiatives.
- Regularly update company communications to highlight the importance of employee health and wellness.
- Collect and analyse data related to employee wellbeing programs to assess effectiveness and make data-driven improvements.
- Prepare reports for Head of Hotels People Operations on the impact of wellbeing initiatives.



## Employee Relations

- Work to consistently reduce absence levels within the business through supporting and training managers to manage absence.
- Support managers through providing best practice, consistent and due diligent advice on employee relations matters.
- Support managers through the disciplinary process, acting as a People team representative where appropriate.
- Act as a point of contact for all employees to provide help and support and respond to queries.

## Policy, Compliance, Administration

- Ensure all policies are up to date and incorporate both best practice and any prevailing employment law.
- Ensure all policies are communicated to employees and any updates are done so in a timely manner.
- Ensure all people operations are compliant to prevailing laws, including GDPR, National Minimum Wage, Equality, Employment Rights, Employment Relations, Health & Safety, Agency Workers to name a few.
- Produce, as required, management information and reports in respect to any statistical information.
- Undertake ad hoc duties and projects as required by the Head of Hotels People Operations.



## PERSON SPECIFICATION

### Essential:

- Associate Diploma in People Management (CIPD, Level 5) or equivalent Human Resources qualification
- Minimum two years' experience in leading a people culture within the hotel, hospitality or leisure industry.
- A people person able to motivate, develop and lead people for their own development as well as that of the business.
- A strong and charismatic people person able to influence, communicate and "get the message" across at all levels, being fully connected to all areas of the business.
- Previous experience of working alone and being self-sufficient, without immediate supervision.
- Experience of coaching and guiding managers on company policies and procedures.
- Good knowledge of up-to-date employment law.
- Previous experience of working with online HR Systems and Recruitment Packages and experience in writing reports.
- Ability to use own initiative to set own deadlines.
- Ability to ensure plans are flexible to meet changing needs of the business.
- Able to demonstrate excellent organisational skills and prioritise a varied and heavy workload to achieve deadlines.
- Ability to multi-task on focus on multiple projects.
- Creative and forward thinking
- Presentation skills

I confirm I have received and understood this job description.

Name: .....

Signed: .....

Date: .....

The Post holder must be aware of their responsibilities with regard to the Company Equal Opportunities and Health and Safety at Work Policies.

