

Human Resources

Role and Task Descriptions

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Human Resources



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Year 2: Human Resources Officer

As a Human Resources Officer, you will provide vital support to the Human Resources department by assisting in various HR functions. Your role involves handling day-to-day HR operations, supporting employee relations, and contributing to the overall efficiency and effectiveness of the HR function. Your attention to detail, organizational skills, and understanding of HR processes will be crucial in maintaining a positive workplace environment. The roles and tasks include:

1. Recruitment and Onboarding:
 - a. Assist in the recruitment process by posting job openings, screening CVs and scheduling interview.
 - b. Coordinate new employee onboarding, including orientation sessions and necessary documentation.
2. Employee Records and Documentation:
 - a. Maintain accurate and up-to-date employee records, including personnel files and databases.
 - b. Ensure compliance with record-keeping requirements and confidentiality standards.
3. Employee Relations:
 - a. Assist in addressing employee inquiries, concerns and conflicts.
 - b. Support employee engagement initiatives and activities.
4. Training and Development:
 - a. Coordinate training sessions and development programs for employees.
 - b. Assist in the development and implementation of training materials and resources.
5. Performance Management Support:
 - a. Support the performance appraisal process by coordinating timelines and documentation.
 - b. Assist in the communication of performance expectations and feedback.
6. HR Policies and Compliance:
 - a. Assist in the development and communication of HR policies and procedures.
 - b. Ensure compliance with employment laws and regulations.
7. Employee Communication:

- a. Assist in internal communication efforts to keep employees informed about HR policies, programs, and initiatives.
8. HR Projects and Initiatives:
 - a. Participate in HR projects, initiatives, and process improvements.
 - b. Contribute to the development and implementation of HR strategies aligned with organisational goals.

Top characteristics for this role:

- Knowledge of HR policies, procedures, and employment laws.
- Strong organisational and multitasking skills.
- Excellent communication and interpersonal skills.

Related Learning Outcomes:

- Building a Professional Network (LO2)
- Sustaining a Professional Network (LO2)
- Creating valuable solutions for the hospitality industry (LO5)
- Implementing and evaluating innovative solutions for the hospitality industry (LO5)
- Tactical Leadership (LO6)
- Strategic Leadership (LO6)

Year 3: Human Resources Manager

As the Human Resources Manager, you will be responsible for developing and implementing HR strategies that support the overall goals of the organization. Your role involves managing various HR functions, including recruitment, employee relations, training and development, and compliance. Your leadership, interpersonal skills, and understanding of employment laws will contribute to creating a positive and productive work environment. The roles and tasks include:

1. Recruitment and Staffing:
 - a. Develop and implement effective recruitment and hiring strategies.
 - b. Manage the end-to-end recruitment process, including job postings, interviews, and candidate selection.
 - c. Collaborate with department heads to identify staffing needs and ensure timely filling of vacancies.
2. Employee Relations:
 - a. Foster positive employee relations and resolving workplace issues.
 - b. Mediate conflicts and provide guidance on employee relation matters.
 - c. Promote a positive workplace culture and employee engagement.
3. Training and Development:
 - a. Identify training needs and coordinate training programs for employees.
 - b. Develop and implement employee development initiatives to enhance skills and performance.
 - c. Facilitate orientation programs for new hires.
4. Performance Management:
 - a. Implement and manage performance appraisal systems.
 - b. Provide guidance to supervisors and managers on performance feedback and improvement plans.
 - c. Work with employees to set performance goals and monitor progress.
5. HR Policies and Compliance:
 - a. Develop and update HR policies and procedures in compliance with labour laws.
 - b. Ensure that the organisation complies with all applicable employment laws and regulations.

- c. Stay informed about changes in labour laws and update policies accordingly.
6. Employee Record and Documentation:
 - a. Maintain accurate and up-to-date employee records.
 - b. Ensure compliance with record-keeping requirements and data protection laws.
7. Employee Communication:
 - a. Facilitate effective communication between management and employees.
 - b. Implement internal communication strategies to keep employees informed about company policies, changes and initiatives.
8. Workplace Diversity and Inclusion:
 - a. Promote and support diversity and inclusion initiatives within the organisation.
 - b. Ensure fair and equitable treatment for all employees.
9. Financial Reporting:
 - a. Prepare and analyse financial reports related to food and beverage operations.
 - b. Monitor sales, expenses, and profitability, making strategic recommendations.

Top characteristics for this role:

- Strong leadership and interpersonal skills
- Knowledge of employment laws and regulations
- Strong communication skills.

Related Learning Outcomes:

- Reflecting on personal sustainable mindset (LO7)
- Reflecting on professional sustainable mindset (LO7)
- Global citizenship – adapt own contribution effectively (LO8)
- Understanding professional behaviour (LO9)
- Solving professional and ethical issues (LO9)
- Strategic Business Improvement (LO1)
- Sustaining a professional network (LO2)
- Strategic Decision Making (LO3)
- Strategic Forecasting (LO4)
- Implementing and evaluating (LO5)
- Strategic Leadership (LO6)

